| 1  | The purpose of these measures is to compare the database update functions for       |
|----|---|
| 2  | BellSouth retail and the CLECs. The Database Update Information performance         |
| 3  | measurements are as follows:  |
| 4  | Average Database Update Interval;   |
| 5  | Percent Database Update Accuracy; and   |
| 6  | Percent NXXs and LRNs Loaded by the LERG Effective Date.                            |
| 7  | The standard for the Interval measurement is parity-by-design. The standard for the |
| 8  | Accuracy and the NXX / LRN load effective date measurements is a benchmark.         |
|    |   |
| 9  | <u>E911</u>   |
| 10 |   |
| 11 | The E911 performance measurements are as follows:                                   |
| 12 | • Timeliness;   |
| 13 | Accuracy; and   |
| 14 | Mean Interval to deliver service.   |
| 15 | The purpose of these measures is to review the E911 functions for BellSouth retail  |
| 16 | and CLEC calls. The BellSouth equipment provides parity by design. The switching    |
| 17 | and E911 equipment function on a per call basis without knowledge of the call's     |
| 18 | origination.  |

| 1  | Trunk Group Performance  |
|----|--|
| 2  |  |
| 3  | The purpose of these measurements is to provide a comparison of BellSouth retail |
| 4  | and CLEC trunking operations. The trunk blockage measure assesses the            |
| 5  | performance of trunk groups administered by BellSouth that are outgoing from     |
| 6  | BellSouth's switches to CLECs' switches. The Trunk Group performance             |
| 7  | measurements are as follows:   |
| 8  | Trunk Group Blockage (Summary) and   |
| 9  | Trunk Group Blockage (Detail).   |
| 10 | The Trunk Group Performance report is covered in detail later in this Exhibit.   |
| 11 | Collocation  |
| 12 |  |
| 13 | The Collocation measurements provide information regarding the timeliness of the |
| 14 | provisioning by BellSouth of collocation arrangements to CLECs. The Collocation  |
| 15 | performance measures are as follows:   |
| 16 | Average Response Time;   |
| 17 | Average Arrangement Time; and  |
| 18 | Percentage of Due Dates Missed.  |

| 1  | The metrics are disaggregated by virtual and physical orders. Because BellSouth          |
|----|--|
| 2  | does not provide collocation to its retail units, these measures are evaluated against   |
| 3  | benchmarks rather than retail analogues.   |
|    |  |
| 4  | Change Management  |
| 5  |  |
| 6  | The Change Management performance measurements are as follows:                           |
|    |  |
| 7  | • Timeliness of Change Notices;  |
| 8  | <ul> <li>Average Delay Days for Change Notices;</li> </ul>                               |
| Ü  | Tiverage Delay Bays for Change Trouces,  |
| 9  | • Timeliness of Documents associated with Change;  |
| 10 | <ul> <li>Change Management Documentation Average Delay Days; and</li> </ul>              |
|    |  |
| 11 | <ul> <li>Notification of CLEC Interface Outages.</li> </ul>                              |
| 12 | Because BellSouth does not provide a change management process to its retail units,      |
| 13 | these measures are evaluated against benchmarks rather than retail analogues.            |
|    |  |
| 14 | Bona Fide / New Business Request Process   |
| 15 |  |
| 16 | The SQM for Bona Fide / New Business Requests are as follows:                            |
| 17 | • Demonstrate of DED NIDD Degrees to Describe 20 Design - Describe                       |
| 17 | <ul> <li>Percentage of BFR/NBR Requests Processed within 30 Business Days and</li> </ul> |

1 • Percentage of Quotes Provided for Authorized BFR/NBR Requests 2 Processed Within X (10/30/60) Business Days. 3 III. ANALYSIS OF PERFORMANCE MEASUREMENTS 4 5 A. Introduction 6 7 Attachment 1H is the Monthly State Summary (MSS) for Tennessee for January 8 2002. The MSS contains 2,328 sub-metrics based on the Georgia Public Service 9 Commission (GPSC) Docket 7892-U. As shown in Attachment 1H, in January, 10 BellSouth met or exceeded the benchmark/retail analogue criteria for 650 of 727 sub-11 metrics, or 89%, for which there were both established benchmarks/retail analogues 12 and CLEC activity. As shown in Attachment 1G, in December, BellSouth met or 13 exceeded the benchmark/retail analogue criteria for 606 of 690 sub-metrics, or 88%, 14 for which there were both established benchmarks/retail analogues and CLEC 15 activity. Attachment 1F shows, in November, that BellSouth met or exceeded the 16 benchmark/retail analogue criteria for 642 of 760 sub-metrics, or 84%, for which 17 there were both established benchmarks/retail analogues and CLEC activity. 18 19 As explained previously, three of the measures were identified by BellSouth as 20 having deficiencies in their calculations and were investigated and evaluated for 21 appropriate program code corrections. These three measures were Average Jeopardy

| Notice Interval, FOC & Reject Completeness (including the "Multiple Responses"          |
|---|
| sub-metrics), and LNP Disconnect Timeliness. Program coding modifications have          |
| been completed for the FOC and Reject Completeness measure. A variation on the          |
| FOC & Reject Response Completeness (O-11) measurement, FOC/Reject                       |
| Completeness (Multiple Responses), indicates the proportion of times that multiple      |
| FOCs/Rejects for an LSR are returned. The Georgia PSC did not order this measure        |
| to be implemented. Also, this measurement can be misleading because sometimes           |
| multiple responses are required for efficient operation of the business, such as when a |
| second FOC is returned to notify a CLEC when a jeopardy is cleared. Consequently,       |
| while BellSouth reports data on this measure in the Monthly State Summary,              |
| BellSouth has not included it in the calculation of performance measurements that       |
| had CLEC activity and has not addressed those sub-metrics in this Exhibit. The          |
| Average Jeopardy Notice Interval measures are undergoing program-coding changes.        |
| As these corrections are completed, the additional sub-metrics affected by the          |
| changes will be included in the attachment updates. The LNP Disconnect Timeliness       |
| measure is under review by the Georgia PSC. These measures are included in the          |
| MSS and in the total number of measurements calculation (2,328), but are excluded       |
| from the "Met/Total" (650/727) percentage calculations.                                 |
|   |
| A more meaningful way to look at the data is in 3-month increments. BellSouth           |
| calculated a 3-month result that includes all sub-metrics that are compared to a retail |

1 analogue or benchmark and had activity in each of the three months of November and 2 December 2001 and January 2002. 3 The three-month figure is not an average of the individual months. Rather, it is an 4 analysis of those submetrics that had data for all three months. The three-month 5 denominator is the total number of submetrics that have data in all three months. The 6 numerator is the number of those submetrics that had "yes" in any two of the three 7 months. 8 During the three-month period, November 2001 through January 2002, again 9 adjusting for the measures mentioned above where appropriate, there were a total of 10 646 sub-metrics that had CLEC activity for all three months and that were compared 11 with either benchmarks or retail analogues. Of these 646 sub-metrics, 586 sub-12 metrics (91%) satisfied the comparison criteria in at least two of the three months. 13 14 BellSouth's performance results are equally strong for each of the major modes of 15 entry in Tennessee. BellSouth's results in the following categories are based on the 16 percentage of all sub-metrics that had CLEC activity for all three months and met or 17 exceeded the statistical criteria for at least two of the last three months (November 18 2001 – January 2002) included with this Exhibit. 19 For Resale, BellSouth met or exceeded the criteria for 139 of the 152 sub-20 metrics or 91% for at least two of the last three months,

| 1  | • For UNE, BellSouth met or exceeded the criteria for 323 of the 349 sub-              |
|----|--|
| 2  | metrics or 93% for at least two of the last three months,                              |
| 3  | • For Local Interconnection Trunks (LIT), BellSouth met or exceeded the                |
| 4  | criteria for 24 of the 26 sub-metrics or 92% for at least two of the last three        |
| 5  | months,  |
| 6  | • For OSS, BellSouth met or exceeded the criteria for 73 of the 85 sub-metrics         |
| 7  | or 86% for at least two of the last three months,                                      |
| 8  | • For Collocation, BellSouth met or exceeded the criteria for 3 of the 3 sub-          |
| 9  | metrics or 100% for all three of the last three months, and                            |
|    |  |
| 10 | For the coordinated conversions (i.e., hot cuts) BellSouth met the 15 minute           |
| 11 | benchmark for 1,348 of the 1,352 scheduled conversions (B.2.12) or greater than 99%    |
| 12 | for the three month period of November, December 2001 and January 2002. The            |
| 13 | average interval for each cutover was 2.83 minutes during this period.                 |
|    |  |
| 14 | A third way to analyze the data is by performance on Key Measures. When                |
| 15 | Tennessee data is analyzed based solely on the Key Measures, under a reasonable set    |
| 16 | of assumptions, BellSouth's performance also is above 89% for all three months.        |
| 17 | Thus, not only is BellSouth performing well on all of the measures against which it is |
| 18 | evaluated, it is performing equally well on the Key Measures that are of particular    |

| 1                                | importance to the FCC. The detailed results of this analysis, and the evaluation  |
|----------------------------------|---|
| 2                                | criteria upon which it is based, are attached as Exhibit AJV-4.   |
|                                  |   |
| 3                                | Each sub-metric designated as having not satisfied the benchmark or BellSouth retail  |
| 4                                | analogue requirement for November, December 2001 and/or January 2002 is included  |
| 5                                | in this Exhibit. Each sub-metric discussed is labeled as to the month(s) the misses   |
| 6                                | occurred (November/December/January).   |
| 7                                |   |
| 8                                | The following paragraphs will address specific performance measurements associated  |
| 9                                | with each checklist item.   |
| 10                               |   |
|                                  |   |
| 11                               | B. CHECKLIST ITEM 1 – INTERCONNECTION   |
| 11<br>12                         | B. CHECKLIST ITEM 1 – INTERCONNECTION   |
|                                  | B. <u>CHECKLIST ITEM 1 – INTERCONNECTION</u> <u>Collocation</u>   |
| 12                               |   |
| 12<br>13                         | Collocation   |
| 12<br>13<br>14                   | Collocation  BellSouth provides three separate collocation reports: 1) Average Response Time; 2)  |
| 12<br>13<br>14<br>15             | Collocation  BellSouth provides three separate collocation reports: 1) Average Response Time; 2)  Average Arrangement Time and 3) Percent of Due Dates Missed. Section E, Items   |
| 12<br>13<br>14<br>15<br>16       | Collocation  BellSouth provides three separate collocation reports: 1) Average Response Time; 2)  Average Arrangement Time and 3) Percent of Due Dates Missed. Section E, Items  E.1.1.1 through E.1.3.3, provides these results. BellSouth met the approved  |
| 12<br>13<br>14<br>15<br>16       | Collocation  BellSouth provides three separate collocation reports: 1) Average Response Time; 2)  Average Arrangement Time and 3) Percent of Due Dates Missed. Section E, Items  E.1.1.1 through E.1.3.3, provides these results. BellSouth met the approved  benchmarks for all sub-metrics with CLEC activity in November and December 2001 |
| 12<br>13<br>14<br>15<br>16<br>17 | Collocation  BellSouth provides three separate collocation reports: 1) Average Response Time; 2)  Average Arrangement Time and 3) Percent of Due Dates Missed. Section E, Items  E.1.1.1 through E.1.3.3, provides these results. BellSouth met the approved  benchmarks for all sub-metrics with CLEC activity in November and December 2001 |

| 1  | Section C, Items C.1.1 to C.4.2 of the MSS contains data for ordering, provisioning, |
|----|--|
| 2  | maintenance and repair, and billing associated with Local Interconnection Trunks.    |
| 3  |  |
| 4  | In November, December 2001 and January 2002, BellSouth met the applicable            |
| 5  | benchmarks/analogues for 21 of the 25 (84%), 22 of the 25 (88%) and 21 of the 25     |
| 6  | (84%) local interconnection trunking sub-metrics having CLEC activity. The sub-      |
| 7  | metrics that did not meet the benchmarks/retail analogues for November, December     |
| 8  | 2001 and/or January 2002 are as follows:   |
| 9  |  |
| 10 | Order Completion Interval / Local Interconnection Trunks (C.2.1) (November)          |
| 11 | Seven of the eight orders in this sub-metric were completed on or before their due   |
| 12 | dates in November 2001. One order, having a seventy-two day interval, should have    |
| 13 | received an "L-Code" as a customer requested extended interval, and excluded from    |
| 14 | this measurement. Without this order, BellSouth would have met the retail analogue   |
| 15 | comparison for the sub-metric in November. BellSouth met the benchmark for this      |
| 16 | sub-metric in December 2001 and January 2002.  |
| 17 |  |
| 18 | Average Completion Notice Interval / Local Interconnection Trunks (C.2.7)            |
| 19 | (November)   |
| 20 | There were only eight orders for this sub-metric in November 2001. The small         |
| 21 | universe of orders for this sub-metric does not provide a conclusive benchmark       |

1 comparison. BellSouth met the benchmark for this sub-metric in December 2001 and 2 January 2002. 3 4 Service Order Accuracy / Local Interconnection Trunks / < 10 Circuits / Non-5 Dispatch (C.2.11.1.2) (November) 6 BellSouth met the standard for 24 of the 26 (92%) orders reviewed in this sub-metric 7 in November 2001. The 95% benchmark set a requirement of 25 of the 26 orders, 8 based on the quantity of orders in the sub-metric. BellSouth met the benchmark for 9 this sub-metric in December 2001 and January 2002. 10 11 Customer Trouble Report Rate / Local Interconnection Trunks / Dispatch (C.3.2.1) 12 (January) 13 In January 2002, there was 1 trouble reported for the 46,144 lines in service for the 14 sub-metric, a trouble report rate of only 0.002%. When BellSouth provisions high 15 quality service coupled with very large universe sizes, it can cause an apparent out of 16 equity condition from a quantitative viewpoint. In these cases, there is very little 17 variation and the universe size is so large that the Z-test becomes overly sensitive to 18 any difference. In other words, the statistical test shows that the measurement does 19 not meet the fixed critical value when compared with the retail analogue, but 20 BellSouth's actual performance for both CLECs and its own retail operations is at a 21 very high level – in this case, over 99.9%. From a practical point of view, the 22 CLECs' ability to compete has not been hindered even though the statistical results

| 1  | may technically show that BellSouth failed to meet the benchmark/analogue.             |
|----|--|
| 2  | BellSouth met the retail analogue comparison for this sub-metric in November and       |
| 3  | December 2001.   |
| 4  |  |
| 5  | Maintenance Average Duration / Local Interconnection Trunks / Dispatch (C.3.3.1)       |
| 6  | (January)  |
| 7  | There was only one report for this sub-metric in January 2002. The small universe      |
| 8  | for this sub-metric does not provide a conclusive retail analogue comparison.          |
| 9  | BellSouth met the retail analogue comparison for this sub-metric in November and       |
| 10 | December 2001.   |
| 11 |  |
| 12 | Maintenance Average Duration / Local Interconnection Trunks / Non-Dispatch             |
| 13 | (C.3.3.2) (November/January)   |
| 14 | There was only one report for this sub-metric in November 2001 and four reports in     |
| 15 | January 2002. The small universe for this sub-metric does not provide a conclusive     |
| 16 | retail analogue comparison. BellSouth met the retail analogue comparison for this      |
| 17 | sub-metric in December 2001.   |
| 18 |  |
| 19 | % Repeat Troubles within 30 Days / Local Interconnection Trunks / Non-Dispatch         |
| 20 | (C.3.4.2) (December)   |
| 21 | There were only two reports for this sub-metric in December 2001. The small            |
| 22 | universe for this sub-metric does not provide a conclusive retail analogue comparison. |

1 BellSouth met the retail analogue comparison for this sub-metric in November 2001 2 and January 2002. 3 4 **Local Interconnection Trunks – Billing** 5 6 Invoice Accuracy / Local Interconnection Trunks (C.4.1) (December/January) 7 The CLECs experienced Interconnection invoice accuracy rates that were less than 8 the rates for the invoices BellSouth sent to its retail customers during December 2001 9 and January 2002 (98.85% accuracy for BellSouth versus 96.87% for the CLEC 10 invoices in December 2001, and 99.08% accuracy for BellSouth compared to 98.14% 11 for CLECs in January 2002). The difference in December performance was the result 12 of some Universal Service Order Code (USOC) rate updates that were not loaded by 13 BellSouth in a timely manner. This issue has been covered with the appropriate 14 BellSouth personnel. The difference in January 2002 performance was the result of 15 Other Charges and Credits (OC&Cs) that were issued in January to recover E911 16 billing for November 2001. BellSouth failed to bill E911 for November 2001 17 because of computer program errors. As a preventative action plan, BellSouth will 18 improve the process it uses to test program changes. BellSouth met the retail 19 analogue comparison for this sub-metric in November 2001. 20 21 Mean Time to Deliver Invoices – CABS / Local Interconnection Trunks (C.4.2) 22 (December)

| 1  | The CLECs experienced Interconnection invoice delivery rates that were slightly         |
|----|---|
| 2  | higher than the rates for BellSouth's retail customers during December 2001 (4.85       |
| 3  | days for BellSouth versus 4.97 days for CLECS). The small difference in                 |
| 4  | performance was the result of recent shifts in workloads within the BellSouth Bill      |
| 5  | Distribution department. BellSouth met the retail analogue comparison for this sub-     |
| 6  | metric in November 2001 and January 2002.   |
| 7  |   |
| 8  | Trunk Blockage  |
| 9  | Item C.5.1 (TGP) of the MSS shows the actual trunk blocking percentages by hour.        |
| 10 | The Analogue/Benchmark for the Trunk Group Performance measure is any two               |
| 11 | consecutive hours in 24 hours where CLEC blockage exceeds BellSouth blockage by         |
| 12 | more than 0.5%. BellSouth met the approved analogue/benchmark for this measure          |
| 13 | for November and December 2001 and January 2002.  |
| 14 |   |
| 15 | C. CHECKLIST ITEM 2 – UNBUNDLED NETWORK ELEMENTS (UNE)                                  |
| 16 |   |
| 17 | This section addresses the measures associated with UNEs under checklist item 2.        |
| 18 | Attachment 1H, Sections B.1 – B.3, provides data that is divided into Ordering,         |
| 19 | Provisioning and Maintenance & Repair operations. The Ordering function is              |
| 20 | disaggregated into 17 sub-metrics. The Provisioning function has 19 sub-metrics, and    |
| 21 | there are 12 sub-metrics for the Maintenance & Repair function. All Ordering            |
| 22 | measures will be included in this checklist item because of the overall relationship of |

| 1  | the electronic, partially electronic and manual pro- | ocessing of Local Service Requests |
|----|--|------------------------------------|
| 2  | (LSRs). The Provisioning and Maintenance & R         | depair measures for the following  |
| 3  | products are included in the checklist item as sho   | own below:                         |
| 4  |  |                                    |
| 5  | Product  | Checklist Item:                    |
| 6  | Combo (Loop & Port)                                  | #2 – Unbundled Network Elements    |
| 7  | Combo (Other)  | #2 – Unbundled Network Elements    |
| 8  | Other Design   | #2 – Unbundled Network Elements    |
| 9  | Other Non-Design                                     | #2 – Unbundled Network Elements    |
| 10 | xDSL Loop  | #4 – Unbundled Local Loops         |
| 11 | UNE ISDN Loop  | #4 – Unbundled Local Loops         |
| 12 | Line Sharing   | #4 – Unbundled Local Loops         |
| 13 | 2w Analog Loop Design                                | #4 – Unbundled Local Loops         |
| 14 | 2w Analog Loop Non Design                            | #4 – Unbundled Local Loops         |
| 15 | 2w Analog Loop w/INP Design                          | #4 – Unbundled Local Loops         |
| 16 | 2w Analog Loop w/INP Non Design                      | #4 – Unbundled Local Loops         |
| 17 | 2w Analog Loop w/LNP Design                          | #4 – Unbundled Local Loops         |
| 18 | 2w Analog Loop w/LNP Non Design                      | #4 – Unbundled Local Loops         |
| 19 | Digital Loop < DS1                                   | #4 – Unbundled Local Loops         |
| 20 | Digital Loop => DS1                                  | #4 – Unbundled Local Loops         |
| 21 | Local Interoffice Transport                          | #5 – Unbundled Local Transport     |
| 22 | Switch Ports   | #6 – Unbundled Local Switching     |

| 1  | INP Standalone                                | #11 – Local Number Portability              |
|----|---|---|
| 2  | LNP Standalone                                | #11 – Local Number Portability              |
| 3  |   |   |
| 4  | An overall review of the UNE sub-metrics      | for Ordering, Provisioning, Maintenance     |
| 5  | & Repair and Billing indicates that BellSou   | th met the benchmark/retail analogue        |
| 6  | criteria for 84% of the sub-metrics with C    | LEC activity in November, for 90% of the    |
| 7  | sub-metrics in December 2001 and for 92       | % of the sub-metrics in January 2002.       |
| 8  |   |   |
| 9  | During the three-month period, November       | 2001 through January 2002, there were       |
| 10 | 349 UNE sub-metrics that had data for all     | I three months and were compared to         |
| 11 | benchmarks or retail analogues. Of those      | 349 sub-metrics, 323 (93%) sub-metrics      |
| 12 | met the relevant criteria for at least two of | the three months.                           |
| 13 |   |   |
| 14 | <b>UNE Ordering Measures</b>                  |   |
| 15 |   |   |
| 16 | Items B.1.1 – B.1.19 in the MSS show da       | nta for Percent Rejected Service Requests,  |
| 17 | Reject Interval, FOC Timeliness and FOC       | C & Reject Response Completeness. Thes      |
| 18 | reports are disaggregated by interface type   | (electronic, partial electronic and manual) |
| 19 | as well as product type.                      |   |
| 20 |   |   |
| 21 | Reject Interval                               |   |

Items B.1.4 - B.1.8 examine the Reject Interval measurement. For LSRs submitted electronically, the benchmark is 97% within one hour. In both November and December 2001, BellSouth returned 91% of the rejected electronic service requests within the 1-hour benchmark period. In January 2002, 95% of fully electronic rejects for UNE LSRs were delivered within the one-hour time period. (See the write-up for Items B.1.4.2 – B.1.4.17 below for further discussion concerning electronically submitted orders.) For partially electronic orders, which are LSRs submitted electronically but require service representative intervention, the benchmark is 85% returned within 10 hours. BellSouth exceeded the 10-hour benchmark in November and December 2001 and January 2002 by returning 96%, 91% and 97%, respectively, of partially electronic rejects within the benchmark interval. For manual orders, the current benchmark is 85% within 24 hours. BellSouth also exceeded this requirement in November and December 2001 and January 2002, with 98%, 98% and 99%, respectively, of the LSRs submitted manually being returned to the CLECs within the 24-hour time period. The following sub-metrics did not meet the established benchmarks in November, December 2001 and/or January 2002:

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| 1  | Reject Interval / Combo (Loop & Port) / Electronic (B.1.4.3)                        |
|----|---|
| 2  | (November/December/January)   |
| 3  | Reject Interval / xDSL / Electronic (B.1.4.5) (January)                             |
| 4  | Reject Interval / Line Sharing / Electronic (B.1.4.7) (November/December/January)   |
| 5  | Reject Interval / 2w Analog Loop Design / Electronic (B.1.4.8)                      |
| 6  | (November/December/January)   |
| 7  | Reject Interval / 2w Analog Loop Non-Design / Electronic (B.1.4.9) (November)       |
| 8  | Reject Interval / Other Design / Electronic (B.1.4.14) (November/December/January)  |
| 9  | Reject Interval / Other Non-Design / Electronic (B.1.4.15)                          |
| 10 | (November/December/January)   |
| 11 | Reject Interval / LNP (Standalone) / Electronic (B.1.4.17) (November/December)      |
| 12 | The current benchmark for these sub-metrics is >= 97% within one hour. BellSouth's  |
| 13 | root cause analysis determined that a number of LSRs that did not meet the one-hour |
| 14 | benchmark were submitted when back-end legacy systems were out of service and       |
| 15 | were unable to process the LSRs. Because such LSRs should be excluded from the      |
| 16 | measurement, BellSouth implemented a coding change in PMAP, intended to ensure      |
| 17 | that scheduled OSS downtime was properly excluded. This change was made with        |
| 18 | September 2001 data and was expected to improve sub-metric results for Reject       |
| 19 | Interval performance.   |
| 20 |   |
| 21 | The coding change assumed that EDI and TAG timestamps reflected Eastern Time.       |
| 22 | However, the timestamps used by EDI and TAG actually reflects Central time. As a    |

| result of this discrepancy, an hour is being added during PMAP timestamp                |
|---|
| "synchronization," which causes the results to inaccurately reflect the reject Interval |
| duration. A change to address this issue for EDI was implemented effective with         |
| February 2002 data, and BellSouth is in the process of scheduling a similar change      |
| for TAG. BellSouth's root cause analysis has determined that, had the scheduled         |
| OSS downtime exclusion been properly implemented, BellSouth's Reject Interval           |
| performance would generally have met the Commission's benchmark.                        |
|   |
| BellSouth's root cause analysis also identified an additional issue that impacts the    |
| electronic Reject Interval sub-metrics. This issue arises when a fully mechanized       |
| Firm Order Confirmation ("FOC") is followed by a manual Clarification, a scenario       |
| that occurs when the Local Carrier Service Center ("LCSC") must resolve specific        |
| types of errors after the issuance of the FOC. This issue distorts the timeliness of    |
| BellSouth's electronic reject notices, and BellSouth is currently analyzing this        |
| situation to determine an appropriate solution.   |
|   |
| Reject Interval / Line Sharing / Partially Electronic (B.1.7.7) (December)              |
| There were only six LSRs rejected in this sub-metric for December 2001. Such a          |
| small universe does not provide a conclusive benchmark comparison. BellSouth met        |
| the benchmark for this sub-metric in November 2001 and January 2002.                    |
|   |

| 1  | Reject Interval / 2W Analog Loop Design / Partially Electronic (B.1.7.8)              |  |  |  |  |
|----|---|--|--|--|--|
| 2  | (November/December)   |  |  |  |  |
| 3  | BellSouth returned 13 of the 17 rejected LSRs within the benchmark interval in        |  |  |  |  |
| 4  | November and met the interval for 7 of the 10 LSRs in December 2001. The 85%          |  |  |  |  |
| 5  | benchmark required that 15 of the 17 rejects for November and 9 of the 10 rejects for |  |  |  |  |
| 6  | December meet the 10-hour interval. BellSouth met the benchmark for this sub-         |  |  |  |  |
| 7  | metric in January 2002.   |  |  |  |  |
| 8  |   |  |  |  |  |
| 9  | Reject Interval / 2W Analog Loop Non-Design / Partially Electronic (B.1.7.9)          |  |  |  |  |
| 10 | (November/January)  |  |  |  |  |
| 11 | There were only four LSRs rejected for this sub-metric in November 2001 and two       |  |  |  |  |
| 12 | LSRs rejected in January 2002. The small universe of orders for this sub-metric does  |  |  |  |  |
| 13 | not provide a conclusive benchmark comparison. There was no CLEC activity for         |  |  |  |  |
| 14 | this sub-metric in December 2001.   |  |  |  |  |
| 15 |   |  |  |  |  |
| 16 | Reject Interval / 2W Analog Loop w/LNP Design / Partially Electronic (B.1.7.12)       |  |  |  |  |
| 17 | (January)   |  |  |  |  |
| 18 | BellSouth met the 10-hour benchmark for 30 of the 41 rejected LSRs for this sub-      |  |  |  |  |
| 19 | metric in January 2002. The 85% benchmark set a requirement of 35 of the 41 orders    |  |  |  |  |
| 20 | returned. BellSouth met the benchmark for this sub-metric in November and             |  |  |  |  |
| 21 | December 2001.  |  |  |  |  |
| 22 |   |  |  |  |  |

| 1  | Reject Interval / LNP Standalone / Partially Electronic (B.1.7.17) (November)          |  |  |  |  |
|----|--|--|--|--|--|
| 2  | BellSouth returned 42 of the 52 rejects for LSRs in this sub-metric within the 10-hour |  |  |  |  |
| 3  | benchmark period in November 2001. The 85% benchmark set a requirement of 45           |  |  |  |  |
| 4  | of the 52 orders returned, based on the quantity of orders for the sub-metric.         |  |  |  |  |
| 5  | BellSouth met the benchmark for this sub-metric in December 2001 and January           |  |  |  |  |
| 6  | 2002.  |  |  |  |  |
| 7  |  |  |  |  |  |
| 8  | Reject Interval / UNE ISDN / Manual (B.1.8.6) (November)                               |  |  |  |  |
| 9  | BellSouth returned 20 of the 24 rejects for LSRs in this sub-metric within the 24-hour |  |  |  |  |
| 10 | benchmark period in November 2001. The 85% benchmark set a requirement of 21           |  |  |  |  |
| 11 | of the 24 orders returned, based on the quantity of orders for the sub-metric.         |  |  |  |  |
| 12 | BellSouth met the benchmark for this sub-metric in December 2001 and January           |  |  |  |  |
| 13 | 2002.  |  |  |  |  |
| 14 |  |  |  |  |  |
| 15 | FOC Timeliness   |  |  |  |  |
| 16 | For LSRs submitted electronically, the benchmark is 95% of the FOCs returned           |  |  |  |  |
| 17 | within 3 hours. For partially electronic LSRs, the benchmark is 85% returned within    |  |  |  |  |
| 18 | 10 hours. For LSRs submitted manually, the benchmark is 85% returned within 36         |  |  |  |  |
| 19 | hours.   |  |  |  |  |
| 20 |  |  |  |  |  |
| 21 | In November and December 2001 and January 2002, BellSouth exceeded the relevant        |  |  |  |  |
| 22 | benchmark with 98%, 99% and 99%, respectively, of all FOCs returned within the         |  |  |  |  |

| 1  | benchmark interval. The sub-metrics that did not meet the benchmark in November,  |  |  |  |
|----|---|--|--|--|
| 2  | December 2001 and/or January 2002 are as follows:                                 |  |  |  |
| 3  |   |  |  |  |
| 4  | FOC Timeliness / 2W Analog Loop Non-Design / Partially Electronic (B.1.12.9)      |  |  |  |
| 5  | (December)  |  |  |  |
| 6  | There was only one order for this sub-metric in December 2001. The small universe |  |  |  |
| 7  | of orders for this sub-metric does not provide a conclusive benchmark comparison. |  |  |  |
| 8  | BellSouth met the benchmark for this sub-metric in January 2002. There was no     |  |  |  |
| 9  | CLEC activity for this sub-metric in November 2001.                               |  |  |  |
| 10 |   |  |  |  |
| 11 | FOC Timeliness / Other Non-Design / Partially Electronic (B.1.12.15) (November)   |  |  |  |
| 12 | BellSouth met the 10-hour benchmark for 53 of the 67 FOCs returned for this sub-  |  |  |  |
| 13 | metric in November 2001. The 85% benchmark set a requirement of 57 67 FOCs        |  |  |  |
| 14 | returned, based on the quantity of orders for this sub-metric. BellSouth met the  |  |  |  |
| 15 | benchmark for this sub-metric in December 2001 and January 2002.                  |  |  |  |
| 16 |   |  |  |  |
| 17 | FOC Timeliness / LNP Standalone / Partially Electronic (B.1.12.17) (November)     |  |  |  |
| 18 | BellSouth met the 10-hour benchmark for 77 of the 91 FOCs returned for this sub-  |  |  |  |
| 19 | metric in November 2001. The 85% benchmark set a requirement of 78 FOCs           |  |  |  |
| 20 | returned, based on the quantity of orders in this sub-metric. BellSouth met the   |  |  |  |
| 21 | benchmark for this sub-metric in December 2001 and January 2002.                  |  |  |  |
| 22 |   |  |  |  |

| 1  | FOC & Reject Response Completeness   |
|----|--|
| 2  | The following FOC & Reject Response Completeness sub-metrics did not meet the          |
| 3  | benchmarks for November, December 2001 and/or January 2002:                            |
| 4  |  |
| 5  | FOC & Reject Response Completeness / xDSL / TAG / Electronic (B.1.14.5.2)              |
| 6  | (November)   |
| 7  | BellSouth met the benchmark criteria for 65 of the 70 responses for this sub-metric in |
| 8  | November 2001. The 95% benchmark set a requirement of 67 of the 70 responses,          |
| 9  | based on the quantity of orders for this sub-metric. BellSouth met the benchmark for   |
| 10 | this sub-metric in December 2001 and January 2002.                                     |
| 11 |  |
| 12 | FOC & Reject Response Completeness / Line Sharing / EDI / Electronic (B.1.14.7.1)      |
| 13 | (November/December)  |
| 14 | There were only five LSRs for this sub-metric in November and one LSR in               |
| 15 | December 2001. The small universe for this sub-metric does not provide a conclusive    |
| 16 | benchmark comparison. BellSouth met the benchmark for this sub-metric in January       |
| 17 | 2002.  |
| 18 |  |
| 19 | FOC & Reject Response Completeness / 2w Analog Loop Non-Design / TAG /                 |
| 20 | Electronic (B.1.14.9.2) (November)   |
| 21 | There were only two LSRs for this sub-metric in November 2001. The small               |
| 22 | universe for this sub-metric does not provide a conclusive benchmark comparison.       |

| 1  | BellSouth met the benchmark for this sub-metric in January 2002. There was no          |  |  |  |
|----|--|--|--|--|
| 2  | CLEC activity for this sub-metric in December 2001.                                    |  |  |  |
| 3  |  |  |  |  |
| 4  | FOC & Reject Response Completeness / 2w Analog Loop w/LNP Design / EDI /               |  |  |  |
| 5  | Electronic (B.1.14.12.1) (November/December)   |  |  |  |
| 6  | BellSouth met the benchmark criteria for 26 of the 28 responses for this sub-metric in |  |  |  |
| 7  | November and for 8 of the 9 responses in December 2001. The 95% benchmark set a        |  |  |  |
| 8  | requirement of 27 of the 28 responses for November and all 9 of 9 responses in         |  |  |  |
| 9  | December, based on the quantity of orders for this sub-metric. BellSouth met the       |  |  |  |
| 10 | benchmark for this sub-metric in January 2002.   |  |  |  |
| 11 |  |  |  |  |
| 12 | FOC & Reject Response Completeness / Other Non-Design / EDI / Electronic               |  |  |  |
| 13 | (B.1.14.15.1) (November)   |  |  |  |
| 14 | BellSouth met the benchmark criteria for 14 of the 17 responses for this sub-metric in |  |  |  |
| 15 | November 2001. The 95% benchmark set a requirement of all 17 of the 17 responses       |  |  |  |
| 16 | based on the quantity of LSRs for this sub-metric. BellSouth met the benchmark for     |  |  |  |
| 17 | this sub-metric in January 2002. There was no CLEC activity for this sub-metric in     |  |  |  |
| 18 | December 2001.   |  |  |  |
| 19 |  |  |  |  |
| 20 | FOC & Reject Response Completeness / LNP Standalone / EDI / Electronic                 |  |  |  |
| 21 | (B.1.14.17.1) (November)   |  |  |  |

| 1  | BellSouth met the benchmark criteria for 68 of the 72 responses for this sub-metric in |
|----|--|
| 2  | November 2001. The 95% benchmark set a requirement of 69 of the 72 responses           |
| 3  | based on the quantity of LSRs for this sub-metric. BellSouth met the benchmark for     |
| 4  | this sub-metric in December 2001 and January 2002.                                     |
| 5  |  |
| 6  | FOC & Reject Response Completeness / xDSL / EDI / Partially Electronic                 |
| 7  | (B.1.15.5.1) (November)  |
| 8  | There were only four LSRs for this sub-metric in November 2001. The small              |
| 9  | universe for this sub-metric does not provide a conclusive benchmark comparison.       |
| 10 | There was no CLEC activity for this sub-metric in December 2001. BellSouth met         |
| 11 | the benchmark for this sub-metric in January 2002.                                     |
| 12 |  |
| 13 | FOC & Reject Response Completeness / xDSL / TAG / Partially Electronic                 |
| 14 | (B.1.15.5.2) (November)  |
| 15 | There were only eleven responses for this sub-metric in November 2001. The small       |
| 16 | universe for this sub-metric does not provide a conclusive benchmark comparison.       |
| 17 | BellSouth met the benchmark for this sub-metric in December 2001. There was no         |
| 18 | CLEC activity for this sub-metric in January 2002.                                     |
| 19 |  |
| 20 | FOC & Reject Response Completeness / 2w Analog Loop Non-Design / TAG /                 |
| 21 | Partially Electronic (B.1.15.9.2) (November)   |

| 1  | There were only five responses for this sub-metric in November 2001. The small        |
|----|---|
| 2  | universe for this sub-metric does not provide a conclusive benchmark comparison.      |
| 3  | There was no CLEC activity for this sub-metric in either December 2001. BellSouth     |
| 4  | met the benchmark for this sub-metric in January 2002.                                |
| 5  |   |
| 6  | FOC & Reject Response Completeness / Other Non-Design / EDI / Partially               |
| 7  | Electronic (B.1.15.15.1) (November)   |
| 8  | BellSouth met the standard criteria for 13 of the 14 responses returned for this sub- |
| 9  | metric in January 2002. The 95% benchmark required that all 14 of the 14 responses    |
| 10 | meet the criteria. BellSouth met the benchmark for this sub-metric in November and    |
| 11 | December 2001.  |
| 12 |   |
| 13 | FOC & Reject Response Completeness / Local Interoffice Transport / Manual             |
| 14 | (B.1.16.2) (January)  |
| 15 | There were only four LSRs for this sub-metric in January 2002. The small universe     |
| 16 | for this sub-metric does not provide a conclusive benchmark comparison. BellSouth     |
| 17 | met the benchmark for this sub-metric in November 2001. There was no CLEC             |
| 18 | activity for this sub-metric in December 2001.  |
| 19 |   |
| 20 | FOC & Reject Response Completeness / Combo (Loop & Port) / Manual (B.1.16.3)          |
| 21 | (November/December/January)   |

| BellSouth met the benchmark criteria for 126 of the 155 responses for this sub-metric  |
|--|
| in November, for 125 of the 136 responses in December 2001 and for 165 of the 182      |
| responses returned in January 2002. The 95% benchmark set a requirement of 148 of      |
| the 155 responses in November, 130 of the 136 responses in December and 173 of the     |
| 182 responses for January, based on the quantity of LSRs for this sub-metric.          |
| BellSouth continues to focus on this measurement in order to improve results to meet   |
| the benchmark.   |
|  |
| FOC & Reject Response Completeness / UNE ISDN / Manual (B.1.16.6)                      |
| (November/December/January)  |
| BellSouth met the benchmark criteria for 88 of the 99 responses for this sub-metric in |
| November, for 81 of the 94 responses returned in December 2001 and for 94 of the       |
| 107 responses returned in January 2002. The 95% benchmark set requirements of 95       |
| of the 99 responses for November, 90 of the 94 responses for December and 102 of       |
| the 107 responses for January, based on the quantity of LSRs for this sub-metric.      |
| BellSouth continues to focus on this measurement in order to improve results to meet   |
| the benchmark.   |
|  |
| FOC & Reject Response Completeness / 2w Analog Loop Design / Manual                    |
| (B.1.16.8) (December)  |
| BellSouth met the benchmark criteria for 167 of the 177 responses for this sub-metric  |
| in December 2001. The 95% benchmark set a requirement of 169 of the 177                |

| 1  | responses based on the quantity of LSRs for this sub-metric. BellSouth met the        |  |  |  |  |
|----|---|--|--|--|--|
| 2  | benchmark for this sub-metric in November 2001 and January 2002.                      |  |  |  |  |
| 3  |   |  |  |  |  |
| 4  | FOC & Reject Response Completeness / 2w Analog Loop Non-Design / Manual               |  |  |  |  |
| 5  | (B.1.16.9) (November/December/January)  |  |  |  |  |
| 6  | BellSouth met the benchmark criteria for 179 of the 191 responses for this sub-metric |  |  |  |  |
| 7  | in November, for 119 of the 130 responses returned in December 2001 and for 201 of    |  |  |  |  |
| 8  | the 220 responses returned in January 2002. The 95% benchmark set requirements of     |  |  |  |  |
| 9  | 182 of the 191 responses for November, 124 of the 130 responses in December and       |  |  |  |  |
| 10 | 209 of the 220 responses for January, based on the quantity of LSRs for this sub-     |  |  |  |  |
| 11 | metric. BellSouth continues to focus on this measurement in order to improve results  |  |  |  |  |
| 12 | to meet the benchmark.  |  |  |  |  |
| 13 |   |  |  |  |  |
| 14 | FOC & Reject Response Completeness / Other Design / Manual (B.1.16.14)                |  |  |  |  |
| 15 | (December)  |  |  |  |  |
| 16 | BellSouth met the benchmark criteria for 222 of the 235 responses for this sub-metric |  |  |  |  |
| 17 | in December 2001. The 95% benchmark set a requirement of 224 of the 235               |  |  |  |  |
| 18 | responses, based on the quantity of LSRs for this sub-metric. BellSouth met the       |  |  |  |  |
| 19 | benchmark for this sub-metric in November 2001 and January 2002.                      |  |  |  |  |
| 20 |   |  |  |  |  |
| 21 | FOC & Reject Response Completeness / Other Non-Design / Manual (B.1.16.15)            |  |  |  |  |
| 22 | (November)  |  |  |  |  |

| 1  | BellSouth met the benchmark criteria for 759 of the 832 responses returned for this    |
|----|--|
| 2  | sub-metric in November 2001. The 95% benchmark set a requirement of 791 of the         |
| 3  | 832 responses based on the quantity of LSRs for this sub-metric. BellSouth met the     |
| 4  | benchmark for this sub-metric in December 2001 and January 2002.                       |
| 5  |  |
| 6  | FOC & Reject Response Completeness / INP Standalone / Manual (B.1.16.16)               |
| 7  | (November/January)   |
| 8  | BellSouth met the benchmark criteria for 27 of the 32 responses for this sub-metric in |
| 9  | November 2001 and for 22 of the 24 responses returned in January 2002. The 95%         |
| 10 | benchmark set requirements of 31 of the 32 responses for November and 23 of the 24     |
| 11 | responses for January, based on the quantity of LSRs for this sub-metric. BellSouth    |
| 12 | met the benchmark for this sub-metric in December 2001.                                |
| 13 |  |
| 14 | FOC & Reject Response Completeness / LNP Standalone / Manual (B.1.16.17)               |
| 15 | (November)   |
| 16 | BellSouth met the benchmark criteria for 372 of the 393 responses for this sub-metric  |
| 17 | in November 2001. The 95% benchmark set a requirement of 374 of the 393                |
| 18 | responses, based on the quantity of LSRs for this sub-metric. BellSouth met the        |
| 19 | benchmark for this sub-metric in December 2001 and January 2002.                       |
| 20 |  |
| 21 | Flow-Through   |

Attachment 1H, Items F.1.1 - F.1.3, shows Flow-Through data disaggregated by

customer type and for the Summary/Aggregate. The following table shows the

Regional Flow-Through results for the November 2001 through January 2002 period

as compared with the Interim SQM benchmarks.

## % Flow-through Service Requests (F.1.1.1 – F.1.3.4)

| <u>Customer Type</u> | November 2001 | December 2001 | January 2002 | Benchmark |
|----------------------|---------------|---------------|--------------|-----------|
| Residence            | 89.40%        | 89.50%        | 88.56%       | 95%       |
| Business             | 75.18%        | 74.07%        | 74.56%       | 90%       |
| UNE                  | 79.66%        | 82.67%        | 85.50%       | 85%       |
| LNP                  | 91.24%        | 87.62%        | 92.81%       | 85%       |
|                      |               |               |              |           |

The table above excludes those LSRs designed to "fall out" for manual handling. The business flow-through rate is well below the 90% objective. Business LSRs are more complex than the typical LSRs and, as a result, there is a greater probability for error. For example, an LSR requesting 10 lines with series completion hunting that are located over multiple floors and have a variation of features on the lines presents many more opportunities for system mismatches than one that adds just lines and features.

BellSouth has established a Flow-Through Improvement Program Management process that includes seven different internal organizations. Ongoing analysis is

| 1  | being done to determine trends and identify flow-through problems. To date, fifteen      |
|----|--|
| 2  | system enhancements have been identified and are targeted for Encore releases.           |
| 3  | Three of the enhancements were implemented in August, five enhancements                  |
| 4  | implemented in November and two enhancements implemented in January 2002. The            |
| 5  | remainder of the enhancements is scheduled for release during early 2002.                |
| 6  |  |
| 7  | UNE Provisioning Measures  |
| 8  | BellSouth met the relevant criteria for 89%, 92% and 93% of the overall UNE              |
| 9  | Provisioning measurements in the months of November, December 2001 and January           |
| 10 | 2002, respectively. The following sub-metrics did not meet the applicable                |
| 11 | benchmarks / retail analogues in November, December 2001 and/or January 2002:            |
| 12 |  |
| 13 | Order Completion Interval / Combo Other / < 10 Circuits / Dispatch (B.2.1.4.1.1)         |
| 14 | (November/January)   |
| 15 | There were 13 orders completed for this sub-metric in November and 12 orders             |
| 16 | completed in January 2002. The average completion interval was 13.62 days for the        |
| 17 | CLEC orders compared to 5.51 days for the BellSouth retail analogue in November          |
| 18 | and 12.08 days for CLECs compared to 5.43 days for the retail analogue in January.       |
| 19 | This represents an 11% reduction in the CLEC interval and a 1% reduction in the          |
| 20 | interval for the retail analogue. There were no systemic installation issues or patterns |
| 21 | identified for the orders in this sub-metric. BellSouth met the retail analogue          |
| 22 | comparison for this sub-metric in December 2001.   |

| ı  |   |
|----|---|
| 2  | % Jeopardies / Combo Other / Electronic (B.2.5.4) (January)                             |
| 3  | There were only two orders for this sub-metric in January 2002. The small universe      |
| 4  | of orders for this sub-metric does not provide a statistically conclusive comparison to |
| 5  | the retail analogue. BellSouth met the retail analogue comparison for this sub-metric   |
| 6  | in November and December 2001.  |
| 7  |   |
| 8  | % Missed Installation Appointments / Combo (Loop & Port) / < 10 Circuits / Non-         |
| 9  | Dispatch (B.2.18.3.1.2) (November/December/January)                                     |
| 10 | BellSouth met the due dates for 3,453 of the 3,458 installation appointments            |
| 11 | scheduled for this sub-metric in November, for 3,943 of the 3,952 installation          |
| 12 | appointments scheduled for December 2001 and for 4,245 of the 4,258 installation        |
| 13 | appointments scheduled for January 2002. Both the CLECs and BellSouth retail had        |
| 14 | more than 99.5% of the scheduled appointments for this sub-metric completed as          |
| 15 | scheduled in all three months. When BellSouth provisions high quality service           |
| 16 | coupled with very large universe sizes, it can cause an apparent out of equity          |
| 17 | condition from a quantitative viewpoint. In these cases, there is very little variation |
| 18 | and the universe size is so large that the Z-test becomes overly sensitive to any       |
| 19 | difference. In other words, the statistical test shows that the measurement does not    |
| 20 | meet the fixed critical value when compared with the retail analogue, but BellSouth's   |
| 21 | actual performance for both CLECs and its own retail operations is at a very high       |
| 22 | level – in this case, over 99%. From a practical point of view, the CLECs' ability to   |

| 1  | compete has not been hindered even though the statistical results may technically   |
|----|---|
| 2  | show that BellSouth failed to meet the benchmark/analogue.                          |
| 3  |   |
| 4  | % Missed Installation Appointments / Combo (Loop & Port) / < 10 Circuits /          |
| 5  | Dispatch-In (B.2.18.3.1.4) (November/December/January)                              |
| 6  | This sub-metric is a further disaggregation of Item B.2.18.3.1.2. BellSouth met the |
| 7  | due dates for 1,466 of the 1,471 installation appointments scheduled for this sub-  |
| 8  | metric for November, for 1,657 of the 1,666 installation appointments scheduled for |
| 9  | December 2001 and for 1,741 of the 1,754 installation appointments scheduled for    |
| 10 | January 2002. Both the CLECs and BellSouth retail had more than 99% of the          |
| 11 | scheduled appointments for this sub-metric completed as scheduled in all three      |
| 12 | months. From a practical point of view, the CLECs' ability to compete has not been  |
| 13 | hindered even though the statistical results may technically show that BellSouth    |
| 14 | failed to meet the benchmark/analogue.  |
| 15 |   |
| 16 | % Missed Installation Appointments / Combo (Loop & Port) / >= 10 Circuits /         |
| 17 | Dispatch (B.2.18.3.2.1) (December)  |
| 18 | There were only two orders for this sub-metric in December 2001. The small          |
| 19 | universe of orders for this sub-metric does not provide a statistically conclusive  |
| 20 | comparison to the retail analogue. BellSouth met the retail analogue comparison for |
| 21 | this sub-metric in November 2001 and January 2002.                                  |
| 22 |   |

| 1  | % Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / < 10 Circuits /            |
|----|--|
| 2  | <u>Dispatch (B.2.19.3.1.1) (January)</u>   |
| 3  | There were 20 troubles reported for this sub-metric in January 2002 for the 257 orders |
| 4  | completed in the prior 30 days. Of the 20 reported troubles, 3 (15%) were closed as    |
| 5  | "no trouble found." BellSouth met the retail analogue for this sub-metric in           |
| 6  | November and December 2001.  |
| 7  |  |
| 8  | % Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / < 10 Circuits / Non-       |
| 9  | Dispatch (B.2.19.3.1.2) (November/December)  |
| 10 | There were no troubles reported for 95% or more of all orders for both the CLECs       |
| 11 | and BellSouth retail for orders completed in the 30 days prior to either November or   |
| 12 | December 2001. There were 158 reports for the 4,162 orders that completed in the 30    |
| 13 | days prior to November and 150 trouble reports for the 3,458 orders completed in the   |
| 14 | 30 days prior to December 2001. The Customer Wholesale Interconnection Network         |
| 15 | Service (CWINS) Center representatives are being retrained on proper order setup,      |
| 16 | testing and cutover procedures. BellSouth expects this training to have a continuing   |
| 17 | positive impact on its performance for CLECs. Of the 158 trouble reports for           |
| 18 | November, 73 (46%) were closed as "no trouble found." Of the 150 trouble reports       |
| 19 | for December, 71 (47%) were closed as "no trouble found." Without these reports,       |
| 20 | the result for this sub-metric would have met the retail analogue for November and     |
| 21 | December 2001. BellSouth met the retail analogue comparison for January 2002.          |
| 22 |  |

1 % Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / < 10 Circuits / Switch 2 Based Orders (B.2.19.3.1.3) (December) 3 This sub-metric is a further disaggregation of Item B.2.19.3.1.2. There were no 4 troubles reported for 95% of all orders completed for both the CLECs and BellSouth 5 retail in the 30 days prior to December 2001. Of the 96 trouble reports for December, 6 47 (49%) were closed as "no trouble found." Without these reports, the result for this 7 sub-metric would have met the retail analogue for December. BellSouth met the 8 retail analogue comparison for this sub-metric in November 2001 and January 2002. 9 10 % Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / < 10 Circuits / 11 Dispatch-In (B.2.19.3.1.4) (November/January) 12 This sub-metric is a further disaggregation of Item B.2.19.3.1.2. There were no 13 troubles reported for 95% or more of all orders for both the CLECs and BellSouth 14 retail for orders completed in the 30 days prior to both November 2001 and January 15 2002. There were 71 trouble reports for the 1,876 orders completed in the 30 days 16 prior to November 2001. Of the 71 trouble reports for November, 33 (46%) were 17 closed as "no trouble found." There were 63 trouble reports for the 1,666 orders 18 completed in the 30 days prior to January 2002. Of the 63 trouble reports for January, 19 27 (43%) were closed as "no trouble found." Without these reports, the result for this 20 sub-metric would have met the retail analogue for November 2001 and January 2002. 21 BellSouth met the retail analogue for this sub-metric in December 2001.

| 1  | % Provisioning Troubles w/i 30 Days / Other Design / < 10 Circuits / Dispatch           |
|----|---|
| 2  | (B.2.19.14.1.1) (December)  |
| 3  | There were only six orders for this sub-metric in December 2001. The small universe     |
| 4  | of orders for this sub-metric does not provide a statistically conclusive comparison to |
| 5  | the retail analogue. BellSouth met the retail analogue comparison for this sub-metric   |
| 6  | in November 2001 and January 2002.  |
| 7  |   |
| 8  | % Provisioning Troubles w/i 30 Days / Other Non-Design / < 10 Circuits / Dispatch       |
| 9  | (B.2.19.15.1.1) (December)  |
| 10 | There were only two orders for this sub-metric in December 2001. The small              |
| 11 | universe of orders for this sub-metric does not provide a statistically conclusive      |
| 12 | comparison to the retail analogue. BellSouth met the retail analogue comparison for     |
| 13 | this sub-metric in November 2001. There was no CLEC activity for this sub-metric        |
| 14 | in January 2002.  |
| 15 |   |
| 16 | Average Completion Notice Interval / Combo (Loop & Port) / < 10 Circuits /              |
| 17 | Dispatch In (B.2.21.3.1.4) (November)   |
| 18 | The root cause analysis of this measure indicated that the only differences between     |
| 19 | the performance between BellSouth retail and CLECs are the mismatches found when        |
| 20 | the orders are compared with the original LSRs. The start of the completion interval    |
| 21 | is the point at which the technician completes the order, and the interval ends when    |
| 22 | the completion notice is sent. Any change to a name, number of items, etc., occurring   |

| 1  | during the provisioning process will generate inconsistencies with the original LSRs   |
|----|--|
| 2  | that must be resolved before a final completion notice can be sent. Any time to        |
| 3  | resolve these inconsistencies with the original LSRs is included in the average.       |
| 4  | Because of numerous CLEC changes and order updates, mismatches on CLEC orders          |
| 5  | exceed those for BellSouth retail orders. Combining this with the smaller base for the |
| 6  | CLECs' measurement raises the average, which sometimes results in a miss. Specific     |
| 7  | Service Representatives within the Work Management Centers have been assigned to       |
| 8  | resolve any completion issues that are required. Providing specific training and       |
| 9  | dedicating personnel to this task should reduce the difference between the CLEC and    |
| 10 | retail analogue results. BellSouth met the retail analogue comparison for this sub-    |
| 11 | metric in December 2001 and January 2002.  |
| 12 |  |
| 13 | Service Order Accuracy / Loops Non-Design / < 10 Circuits / Non-Dispatch               |
| 14 | (B.2.34.2.1.2) (November)  |
| 15 | BellSouth met the standard for 284 of the 300 orders reviewed for this sub-metric in   |
| 16 | November 2001. The 95% benchmark set a requirement of 285 of the 300 orders            |
| 17 | reviewed for this sub-metric. BellSouth met the benchmark for this sub-metric in       |
| 18 | December 2001 and January 2002.  |
| 19 |  |
| 20 | Service Order Accuracy / Loops Non-Design / >= 10 Circuits / Non-Dispatch              |
| 21 | (B.2.34.2.2.2) (November)  |
|    |  |

| 1  | BellSouth met the standard criteria for 49 of the 58 orders reviewed for this sub-      |
|----|---|
| 2  | metric in November 2001. The 95% benchmark set a requirement of 56 of the 58            |
| 3  | orders reviewed, based on the number of orders for the sub-metric. BellSouth met the    |
| 4  | benchmark for this sub-metric in December 2001 and January 2002.                        |
| 5  |   |
| 6  | UNE Maintenance and Repair (M&R) Measures   |
| 7  |   |
| 8  | BellSouth met the applicable performance standard for 98%, 95% and 95% of the           |
| 9  | overall UNE M&R measurements in November and December 2001 and January                  |
| 10 | 2002, respectively. The sub-metrics that did not meet the fixed critical value for this |
| 11 | checklist item in November, December 2001 and/or December 2001 are as follows:          |
| 12 |   |
| 13 | % Missed Repair Appointments / Combo (Loop & Port) / Non-Dispatch (B.3.1.3.2)           |
| 14 | (December)  |
| 15 | BellSouth met 344 of the 354 repair appointments scheduled for this sub-metric in       |
| 16 | December 2001. No distinct patterns or systemic maintenance issues were identified      |
| 17 | for any of the ten December misses. BellSouth met the retail analogue comparison        |
| 18 | for this sub-metric in November 2001 and January 2002.                                  |
| 19 |   |
| 20 | % Missed Repair Appointments / Combo Other / Non-Dispatch (B.3.1.4.2)                   |
| 21 | (November)  |

| 1  | There were only three repair appointments scheduled for this sub-metric in November     |
|----|---|
| 2  | 2001. The small universe of orders for this sub-metric does not provide a statistically |
| 3  | conclusive comparison to the retail analogue. BellSouth met the retail analogue         |
| 4  | comparison for this sub-metric in December 2001 and January 2002.                       |
| 5  |   |
| 6  | % Missed Repair Appointments / Other Non-Design/ Non-Dispatch (B.3.1.11.2)              |
| 7  | (December)  |
| 8  | BellSouth met 10 of the 12 repair appointments scheduled for this sub-metric in         |
| 9  | December 2001. No patterns or systemic maintenance issues were identified for the       |
| 10 | two missed appointments. BellSouth met the retail analogue comparison for this sub-     |
| 11 | metric in November 2001 and January 2002.   |
| 12 |   |
| 13 | % Repeat Troubles within 30 Days / Combo Other / Non-Dispatch (B.3.4.4.2)               |
| 14 | (December/January)  |
| 15 | There were only three orders for this sub-metric in December 2001 and only one          |
| 16 | order in January 2002. The small universe of orders for this sub-metric does not        |
| 17 | allow a statistically conclusive comparison to the retail analogue. BellSouth met the   |
| 18 | retail analogue for this sub-metric in November 2001.                                   |
| 19 |   |
| 20 | Other UNE Measures  |
| 21 |   |
| 22 | Pre-Ordering  |

| 1  | Service Inquiry for XDSL loops (F.3.1.1), Loop Makeup Manual (F.2.1) and Loop            |
|----|--|
| 2  | Makeup Electronic (F.2.2) are included in the Pre-Ordering measurements. All             |
| 3  | measures met the established benchmarks for November and December 2001 and               |
| 4  | January 2002.  |
| 5  |  |
| 6  | Operations Support Systems   |
| 7  | The OSS/Preordering measures for which BellSouth did not meet the                        |
| 8  | benchmark/retail analogue in November, December 2001 and/or January 2002 were:           |
| 9  |  |
| 10 | Average Response Interval / COFFI / RNS / Region (D.1.3.6.1) (November)                  |
| 11 | Average Response Interval / COFFI / ROS / Region (D.1.3.6.2) (November)                  |
| 12 | The CLECs received slightly longer response times from this system in November           |
| 13 | 2001 than for the retail analogue standard (6+ seconds average for CLECS compared        |
| 14 | to 4+ to 5+ seconds for BellSouth). One November transaction was reported as             |
| 15 | having a duration of approximately three days, while the average for all the rest of the |
| 16 | transactions was less than one second. BellSouth is investigating the cause of the       |
| 17 | reported long duration transaction. BellSouth met the retail analogue comparison for     |
| 18 | these sub-metrics in December 2001 and January 2002.                                     |
| 19 |  |
| 20 | Average Response Interval / CRIS / Region (D.2.4.1.1/D.2.4.1)                            |
| 21 | (November/December/January)  |

The average response interval for this sub-metric is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. The average response interval for the CLEC requests did not meet the retail analogue intervals for the less than 4-second disaggregation but exceeded both the less than 10 and greater than 10 seconds responses. For the 4-second interval, there was only approximately 1% difference between the CLEC responses as compared with the retail analogue in all three months. Both the CLECs and the retail analogue received approximately 99% or more responses within the less than 10 second interval. Similarly, for the greater than 10 seconds interval measure, the CLECs and the BellSouth retail analogue received approximately 1% or less of responses in over 10 seconds. These very small differences in response intervals indicate equivalent service levels for the CLECs and BellSouth retail. Average Response Interval / DLR / Region (D.2.4.3) (January) The average response interval for this sub-metric is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. The average response interval for the CLEC requests did not meet the retail analogue intervals for the less than 4-second disaggregation but exceeded the retail analogue response performance for both the less than 10 and greater than 10 seconds responses. For the 4-second

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interval, there was only approximately 1.5% difference between the CLEC responses

| 1  | as compared with the retail analogue. The very small difference in the 4-second       |
|----|---|
| 2  | response measure indicates virtually equivalent service levels for the CLECs and      |
| 3  | BellSouth retail. BellSouth met the retail analogue comparison in November and        |
| 4  | December 2001.  |
| 5  |   |
| 6  | Average Response Interval / LMOS / Region (D.2.4.4.1/D.2.4.4, D.2.4.4.2/D.2.5.4       |
| 7  | <u>D.2.4.4.3/D.2.6.4)</u> (November/December)   |
| 8  | The average response intervals for these sub-metrics are measured in three separate   |
| 9  | disaggregations the percentage of queries that are responded to in less than 4        |
| 10 | seconds, less than 10 seconds and greater than 10 seconds. For all three              |
| 11 | measurements, the results were virtually identical in December, with all the measures |
| 12 | being less than 1% apart. In November, the difference in the less than 4-second       |
| 13 | interval responses was less than 2%, while the differences in the less than 10-second |
| 14 | and greater than 10-second interval responses were less than 0.5%. These results      |
| 15 | indicate virtually equivalent service levels for both the CLECs and BellSouth retail. |
| 16 | BellSouth met the retail analogue comparison for all three sub-metrics in January     |
| 17 | 2002.   |
| 18 |   |
| 19 | Average Response Interval / LMOSupd / Region (D.2.4.5.1/D.2.4.5,                      |
| 20 | D.2.4.5.2/D.2.5.5, D.2.4.5.3/D.2.6.5) (November/December/January)                     |
| 21 | The average response interval for this sub-metric is measured in three separate       |
| 22 | disaggregations. The percentage of queries that are responded to in less than 4       |

seconds, less than 10 seconds and greater than 10 seconds. For each of the three submetrics, there was less than a 5% difference in the responses received by the CLECs and BellSouth retail in each month. Differences of about 5%, or less, for all of these intervals indicate virtually equivalent service levels for both the CLECs and BellSouth retail. Average Response Interval / LNP/ Region (D.2.4.6.1/D.2.4.6) (November/December/January) Average Response Interval / LNP/ Region (D.2.4.6.2/D.2.5.6, D.2.4.6.3/D.2.6.6) (November) The average response interval for this measurement is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. In both December 2001 and January 2002, the average response interval for the CLEC requests did not meet the retail analogue intervals for the less than 4-second disaggregation but exceeded both the less than 10 and greater than 10 seconds responses. In December and January, both the CLECs and BellSouth retail received over 99.1% of responses in less than 4 seconds and less than 0.2% in more than 10 seconds. The less than one percent difference for these intervals indicates virtually equivalent service levels for the CLECs and BellSouth retail.

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1 Average Response Interval / MARCH / Region (D.2.4.7.1/D.2.4.7, D.2.4.7.2/D.2.5.7, 2 D.2.4.7.3/D.2.6.7) (November/December) 3 The average response interval for this sub-metric is measured in three separate 4 disaggregations -- the percentage of queries that are responded to in less than 4 5 seconds, less than 10 seconds and greater than 10 seconds. BellSouth missed the 6 retail analogue comparison for this measure in November and December but met the 7 retail analogue comparison for these sub-metrics in January 2002. 8 9 Average Response Interval / OSPCM / Region (D.2.4.8.1/D.2.4.8) 10 (December/January) 11 Average Response Interval / OSPCM / Region (D.2.4.8.2/D.2.5.8, D.2.4.8.3/D.2.6.8) 12 (December) 13 The average response interval for these sub-metrics is measured in three separate 14 disaggregations -- the percentage of queries that are responded to in less than 4 15 seconds, less than 10 seconds and greater than 10 seconds. For the 4-second response 16 measure, the CLEC response interval was 63.38% as compared to 76.69% for the 17 retail analogue in December 2001 and 13.92% for CLECs as compared to 26.31% for 18 the retail analogue in January 2002. For the less than 10 second response interval, the 19 CLECs received 92.96% of their responses and the retail analogue received 98.29% 20 in December. For the greater than 10 second response interval, the CLECs received 21 7.04% of their responses and the retail analogue received 1.71% in December. There 22 were only 71 and 79 inquiries to this system in December 2001 and January 2002,

1 respectively. BellSouth met the retail analogue comparison for all three of these sub-2 metrics in November 2001. 3 4 Average Response Interval / SOCS / Region (D.2.4.10.1/D.2.4.10, 5 D.2.4.10.2/D.2.5.10, D.2.4.10.3/D.2.6.10) (December) 6 The average response interval for these sub-metrics is measured in three separate 7 disaggregations -- the percentage of queries that are responded to in less than 4 8 seconds, less than 10 seconds and greater than 10 seconds. In December 2001, the 9 CLEC response interval was 98.70% within 4 seconds as compared to 99.75% for the 10 retail analogue. For the less than 10 second response interval, the CLECs received 11 98.87% of their responses and the retail analogue received 99.91% in December. For 12 the greater than 10 second response interval, the CLECs received 1.13% of their 13 responses and the retail analogue received 0.09% in December. The difference 14 between BellSouth retail results and CLEC results was only about 1% for each time 15 period. BellSouth met the retail analogue comparison for all three of these sub-16 metrics in November 2001 and January 2002. 17 18 Average Response Interval / NIW / Region (D.2.4.11) (January) 19 The average response interval for this sub-metric is measured in three separate 20 disaggregations -- the percentage of queries that are responded to in less than 4 21 seconds, less than 10 seconds and greater than 10 seconds. In January, the average 22 response interval for the CLEC requests did not meet the retail analogue intervals for

the less than 4-second disaggregation but exceeded both the less than 10 and greater than 10 seconds responses. The CLEC response interval was 85.67% within 4 seconds in January, as compared with 87.02% for the retail analogue. The small difference between the CLEC and retail analogue results should not impede the CLECs' ability to compete in this area. BellSouth met the retail analogue comparison for this sub-metric in November and December 2001. General – Billing Usage Data Delivery Timeliness (F.9.2) (November/December) This measure tracks the percentage of usage data delivered within six calendar days for both BellSouth retail and the CLEC aggregate. The CLECs experienced usage data delivery timeliness rates that were slightly lower than the rates for BellSouth customers during November and December 2001 (for November, 98.89% for BellSouth compared to 98.37% for CLECs, and for December, 99.24% for BellSouth compared to 98.90% for CLECs). The difference in performance for November was the result of some input files being left out of the ADUF job before the files were recovered and processed. The difference in performance for December was the result of usage processing delays caused by system problems that occurred during the initial

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conversion of usage records to the format used with BellSouth's Integrated Billing

conversion to ensure that all usage data was correctly converted, processed and

Solution (IBS) project. Manual processes were temporarily put into place during the

1 verified. This problem should not re-occur since the initial usage conversions for all 2 BellSouth states have now been completed. It is important to point out that the 3 CLEC result of 98+% still provides the CLECs a meaningful opportunity to compete. 4 BellSouth met the retail analogue comparison for this sub-metric in January 2002. 5 6 Usage Data Delivery Completeness (F.9.3) (November/December) 7 This measure tracks the percentage of usage data delivered within thirty calendar days 8 for both BellSouth retail and the CLEC aggregate. The CLECs experienced usage 9 data delivery timeliness rates that were slightly lower than the rates for BellSouth 10 customers during November and December 2001 (for November, 99.85% for 11 BellSouth compared to 99.54% for CLECs, and for December, 99.80% for BellSouth 12 compared to 99.70% for CLECs). The difference in performance for November was 13 the result of some input files being left out of the ADUF job before the files were 14 recovered and processed. The difference in performance for December was the result 15 of usage processing delays caused by system problems that occurred during the initial 16 conversion of usage records to the format used with BellSouth's Integrated Billing 17 Solution (IBS) project. Manual processes were temporarily put into place during the 18 conversion to ensure that all usage data was correctly converted, processed and 19 verified. This problem should not re-occur since the initial usage conversions for all 20 BellSouth states have now been completed. It is important to point out that the CLEC 21 result of 99+% still provides the CLECs a meaningful opportunity to compete. 22 BellSouth met the retail analogue comparison for this sub-metric in January 2002.

| 2  | Non-Recurring Charge Completeness – Resale (F.9.6.1) (January)                           |
|----|--|
| 3  | This measure tracks the ability of the ordering and billing systems to begin billing a   |
| 4  | CLEC non-recurring charges for resale services on the next invoice after an order has    |
| 5  | "completed". The CLECs experienced resale non-recurring charge completeness              |
| 6  | rates that were less than the rates for BellSouth retail customers during January 2002   |
| 7  | (93.17% for BellSouth versus 82.18% for the CLECs). The difference in                    |
| 8  | performance was the result of back-billed OSS charges applied to CLEC accounts.          |
| 9  | These OSS charges are due to BellSouth for handling LSRs that were cancelled by          |
| 10 | CLEC customers. In the past, BellSouth's systems have not been equipped to apply         |
| 11 | these cancellation charges. During 2002, BellSouth plans to complete an initiative to    |
| 12 | bill these OSS charges on a current basis for cancelled LSRs. BellSouth met the retail   |
| 13 | analogue comparison for this sub-metric in November and December 2001.                   |
| 14 |  |
| 15 | Non-Recurring Charge Completeness – UNE (F.9.6.2) (December)                             |
| 16 | This measure tracks the ability of the ordering and billing systems to begin billing a   |
| 17 | CLEC non-recurring charges for UNE services on the next invoice after an order has       |
| 18 | "completed". For UNE orders, the goal is to meet a benchmark of 90%. In                  |
| 19 | December 2001, the result was 69.63%. This metric was missed because of                  |
| 20 | backdated E911 surcharges billed to one UNE CLEC. CLEC contracts have been               |
| 21 | written to eliminate the need for this type of back-billing in the future. BellSouth met |
| 22 | the benchmark for this sub-metric in November 2001 and January 2002.                     |

| 1  |   |
|----|---|
| 2  | Non-Recurring Charge Completeness – Interconnection (F.9.6.3) (January)                 |
| 3  | This measure tracks the ability of the ordering and billing systems to begin billing a  |
| 4  | CLEC non-recurring charges for local interconnection services on the next invoice       |
| 5  | after an order has "completed". For local interconnection orders, the goal is to meet a |
| 6  | benchmark of 90%. In January 2002, the result was 77.89%. The benchmark was not         |
| 7  | met in January because of back-billed OSS charges applied to CLEC accounts. These       |
| 8  | OSS charges are due to BellSouth for handling LSRs that were cancelled by CLEC          |
| 9  | customers. In the past, BellSouth's systems have not been equipped to apply these       |
| 10 | cancellation charges. During 2002, BellSouth plans to complete an initiative to bill    |
| 11 | these OSS charges on a current basis for cancelled LSRs.                                |
| 12 |   |
| 13 | General - Change Management   |
| 14 |   |
| 15 | % Software Release Notices Sent On Time (F.10.1) (January)                              |
| 16 | BellSouth met the specified benchmark intervals for one of the two software releases    |
| 17 | issued in January 2002. BellSouth met the benchmark intervals for all releases in       |
| 18 | November 2001. There were no releases for these sub-metrics in December 2001.           |
| 19 |   |
| 20 | % Change Management Documentation Sent On Time (F.10.3)                                 |
| 21 | (November/December)   |
| 22 | Average Documentation Release Delay Days (F.10.5) (November/December)                   |

There was only one Change Management Documentation notice issued in November and four notices issued in December 2001. The notice for November and two of the notices for December did not meet the standard notice interval. BellSouth met the benchmark for these sub-metrics in January 2002. **General – Ordering** % Acknowledgement Message Completeness / TAG (F.12.2.2) (December/January) BellSouth failed to deliver 1 (0.0003%) of the 302,925 messages in December 2001 and 1 (0.0003%) of the 379,170 messages in January 2002 for this sub-metric. Such a small number of failed records have not revealed any systemic process problems. BellSouth met the benchmark for this sub-metric in November 2001. D. CHECKLIST ITEM 4 – UNBUNDLED LOCAL LOOPS As discussed in Checklist Item 2, Sections B.2 and B.3 provide data for provisioning and maintenance & repair measures for unbundled local loops. For purposes of discussion in this checklist item, the local loop sub-metrics have been separated into two mode-of-entry groups, xDSL and SL1/SL2/Digital. The xDSL group includes xDSL (ADSL, HDSL, UCL), ISDN and Line Sharing sub-metrics.

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| 1  | The SL1/SL2/Digital group includes the design and non-design 2-wire analog loops,     |
|----|---|
| 2  | as well as the 2-wire and 4-wire digital loop sub-metrics.                            |
| 3  |   |
| 4  | xDSL Group  |
| 5  |   |
| 6  | Provisioning Measures   |
| 7  | The xDSL group sub-metrics that did not meet the fixed critical value comparison      |
| 8  | requirements for November, December 2001 and/or January 2002 are as follows:          |
| 9  |   |
| 10 | Order Completion Interval / Line Sharing/ < 6 Circuits / Non-Dispatch (B.2.1.7.3.2) / |
| 11 | (December)  |
| 12 | There were a total of 47 orders completed for the CLECs with an average interval of   |
| 13 | 4.26 days compared with 3.74 days for the retail analogue. An analysis of the CLEC    |
| 14 | raw data for the 47 orders indicated that 37 orders had extended intervals and should |
| 15 | have been "L coded", excluding them from this measure. BellSouth is retraining all    |
| 16 | employees on the proper application of L-coding for extended interval requests.       |
| 17 | BellSouth met the retail analogue comparison for this sub-metric in November 2001     |
| 18 | and January 2002.   |
| 19 |   |
| 20 | % Provisioning Troubles w/i 30 Days / UNE ISDN / < 10 Circuits / Dispatch             |
| 21 | (B 2 19 6 1 1) (January)  |

| There were 6 trouble reports for the 54 orders that completed in the 30 days prior to     |
|---|
| January 2002. No systemic installation process problems were revealed for any of the      |
| six trouble reports. BellSouth met the retail analogue comparison for this sub-metric     |
| in November and December 2001.  |
|   |
| % Provisioning Troubles w/i 30 Days / Line Sharing / < 10 Circuits / Dispatch             |
| (B.2.19.7.1.1) (November/December)  |
| There was only one order for this sub-metric in November and December 2001. The           |
| small universe of orders for this sub-metric does not provide a statistically conclusive  |
| comparison to the retail analogue. BellSouth met the retail analogue comparison for       |
| this sub-metric in January 2002.  |
|   |
| % Provisioning Troubles w/i 30 Days / Line Sharing / < 10 Circuits / Non-Dispatch         |
| (B.2.19.7.1.2) (December)   |
| Troubles were reported on 2 of the 7 orders for this sub-metric that completed in the     |
| 30 days prior to December 2001. No patterns or systemic installation problems were        |
| identified for either of the two trouble reports in December. BellSouth met the retail    |
| analogue comparison for this sub-metric in November 2001 and January 2002.                |
|   |
| <u>Average Completion Notice Interval / Line Sharing / &lt; 10 Circuits /Non-Dispatch</u> |
| (B.2.21.7.1.2) (December)   |
|   |

The root cause analysis of this measure indicated that the only differences between the performance comparing BellSouth retail and CLECs are the mismatches found when the orders are compared with the original LSRs. The start of the completion interval is the point at which the technician completes the order, and the interval ends when the completion notice is sent. Any change to a name, number of items, etc., occurring during the provisioning process will generate inconsistencies with the original LSRs that must be resolved before a final completion notice can be sent. Any time to resolve these inconsistencies with the original LSRs is included in the average. Because of numerous CLEC changes and order updates, mismatches on CLEC orders exceed those for BellSouth retail orders. Combining this with the smaller base for the CLECs' measurement raises the average, which sometimes results in a miss. Specific Service Representatives within the Work Management Centers have been assigned to resolve any completion issues that are required. Providing specific training and dedicating personnel to this task should reduce the difference between the CLEC and retail analogue results. BellSouth met the retail analogue comparison for this sub-metric in November 2001 and January 2002. 2. Maintenance & Repair Measures The xDSL group sub-metrics that did not meet the fixed critical value comparison requirements for November, December 2001 and/or January 2002 are as follows: Missed Repair Appointments / Line Sharing / Non-Dispatch (B.3.1.7.2) (January)

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BellSouth missed 3 repair appointments for scheduled for this sub-metric in January 2002. None of these appointments misses revealed any patterns or systemic maintenance process issues. BellSouth met the retail analogue comparison for this sub-metric in November and December 2001. Customer Trouble Report Rate / Line Sharing / Non-Dispatch (B.3.2.7.2) (November/December/January) There were 23 troubles reported for the 437 lines in service for this sub-metric in November, 28 trouble reports for the 543 lines in service in December 2001 and 27 reports for the 587 lines in service in January 2002. In all three months, over 80% of the trouble reports for this sub-metric were issued by the same CLEC, and most of these reports were closed as "no trouble found." Without these reports, BellSouth would have met the retail analogue comparison in each of the three months. The CWINS center is working with the CLEC to assure proper trouble isolation and review of cooperative test procedures. Maintenance Average Duration / UNE ISDN / Non-Dispatch (B.3.3.6.2) (January) There were 10 troubles reported for this sub-metric in January 2002. The average duration metric was missed due to one specific order. That order could not be completed due to a system failure in a central office. The average duration for the remaining 9 repair orders was 4.33 hours, virtually the same as for the retail analogue.

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| 1  | BellSouth met the retail analogue comparison for this sub-metric in November and      |
|----|---|
| 2  | December 2001.  |
| 3  |   |
| 4  | Maintenance Average Duration / UNE ISDN / Non-Dispatch (B.3.3.6.2) (January)          |
| 5  | There were 27 troubles reported for this sub-metric in January 2002. The average      |
| 6  | duration metric was missed due to three specific orders accounting for 276 of the 356 |
| 7  | total hours for the sub-metric. The longest duration order (114) hours was held up    |
| 8  | waiting for a test technician from the CLEC. The other two orders were miss-          |
| 9  | assigned by BellSouth and were held over a weekend. The average duration for the      |
| 10 | remaining 24 repair orders was 3.33 hours, less than for the retail analogue.         |
| 11 | BellSouth met the retail analogue comparison for this sub-metric in November and      |
| 12 | December 2001.  |
| 13 |   |
| 14 | SL1/SL2/Digital Loop Group  |
| 15 |   |
| 16 | Provisioning Measures   |
| 17 | The SL1/SL2/Digital Loop group sub-metrics that did not meet the fixed critical       |
| 18 | value comparison requirements for November, December 2001 and/or January 2002         |
| 19 | are as follows:   |
| 20 |   |
| 21 | Order Completion Interval / 2w Analog Loop w/LNP Design / < 10 Circuits /             |
| 22 | Dispatch (B.2.1.12.1.1) (November)  |

Of the 74 total orders for this sub-metric in November 2001, 24 of the orders had extended intervals for customer reasons. These orders accounted for 201 of the 437 total hours for this measure and should have been given an "L-Code" and excluded from the measurement. Excluding these orders, the average CLEC OCI for this submetric would have been within 0.5 days of the average OCI for the retail analogue for the month. BellSouth met the retail analogue comparison for this sub-metric in December 2001 and January 2002. Order Completion Interval / 2w Analog Loop w/LNP Non-Design / < 10 Circuits / Dispatch In (B.2.1.13.1.4) (January) There was only one order for this sub-metric in January 2002. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. There was no CLEC activity for this sub-metric in either November or December 2001. % Jeopardies / 2w Analog Loop Design (B.2.5.8) (November/December/January) There were a total of 5 jeopardies issued for the 79 electronic orders scheduled in November, 3 jeopardies issued for the 67 orders scheduled in December 2001 and 7 jeopardies issued for the 113 electronic orders scheduled for January 2002. While the data indicates that BellSouth placed a higher percentage of CLEC orders in jeopardy status, only 3 of the committed dates to the customers were missed for all three

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| 1  | months. All months met or exceeded the retail analogue comparison for the $\%$        |
|----|---|
| 2  | Missed Installation Appointments sub-metric.  |
| 3  |   |
| 4  | % Jeopardies / 2w Analog Loop w/LNP Design (B.2.5.12) (November/January)              |
| 5  | There were a total of 4 jeopardies issued for the 107 electronic orders scheduled for |
| 6  | this sub-metric in November 2001 and 1 jeopardy issued for the 56 orders scheduled    |
| 7  | for January 2002. While the data indicates that BellSouth placed a higher percentage  |
| 8  | of CLEC orders in jeopardy status, all of the committed dates to the customers were   |
| 9  | met. BellSouth met the retail analogue comparison for this sub-metric in December     |
| 10 | 2001.   |
| 11 |   |
| 12 | % Jeopardies / Digital Loop >= DS1 (B.2.5.19) (November/December/January)             |
| 13 | There were a total of 36 jeopardies for the 72 electronic orders scheduled in         |
| 14 | November, 44 jeopardies issued for the 71 electronic orders scheduled in December     |
| 15 | 2001 and 28 jeopardies issued for the 46 electronic orders scheduled for January      |
| 16 | 2002. All the 36 jeopardy orders in November 2001 and all 28 jeopardy orders in       |
| 17 | January 2002 met the customer committed due dates. Of the 44 jeopardy orders in       |
| 18 | December 2001 all but 16 were completed as scheduled. All 16 of these orders were     |
| 19 | completed in less than 30 days after the due date for December 2001.                  |
| 20 |   |
| 21 |   |
|    | Missed Installation Appointments / Digital Loop >= DS1 /< 10 Circuits / Dispatch      |

| BellSouth met 175 of the 183 appointments scheduled for November, 183 of the 199         |
|--|
| appointments for December 2001 and met 166 of the 173 appointments scheduled for         |
| January 2002. None of the 8 missed appointments for November, the 16 missed              |
| appointments in December 2001, or the 7 missed appointments in January 2002              |
| revealed any distinct patterns or systemic installation process issues.                  |
|  |
| % Provisioning Troubles w/i 30 Days / Digital Loop >= DS1 / < 10 Circuits /              |
| Dispatch (B.2.19.1.1) (November/December/January)  |
| There were 5 trouble reports for the 162 orders completed in the 30 days prior to        |
| November, 12 reports for the 183 orders completed in the 30 days prior to December       |
| 2001 and 11 trouble reports for the 199 orders completed in the 30 days prior to         |
| January 2002. Analysis of these reports revealed no distinct patterns or systemic        |
| installation process problems.   |
|  |
| Average Completion Notice Interval / 2w Analog Loop Design / < 10 Circuits /             |
| Dispatch (B.2.21.8.1.1) (November)   |
| Average Completion Notice Interval / 2w Analog Loop w/LNP Design / < 10 Circuits         |
| / Dispatch (B.2.21.12.1.1) (November)  |
| The root cause analysis of these measures indicated that the only differences between    |
| the performance comparing BellSouth retail and CLECs are the mismatches found            |
| when the orders are compared with the original LSRs. The start of the completion         |
| interval is the point at which the technician completes the order, and the interval ends |

| when the completion notice is sent. Any change to a name, number of items, etc.,     |
|--|
| occurring during the provisioning process will generate inconsistencies with the     |
| original LSRs that must be resolved before a final completion notice can be sent.    |
| Any time to resolve these inconsistencies with the original LSRs is included in the  |
| average. Because of numerous CLEC changes and order updates, mismatches on           |
| CLEC orders exceed those for BellSouth retail orders. Combining this with the        |
| smaller base for the CLECs' measurement raises the average, which sometimes          |
| results in a miss. Specific Service Representatives within the Work Management       |
| Centers have been assigned to resolve any completion issues that are required.       |
| Providing specific training and dedicating personnel to this task should reduce the  |
| difference between the CLEC and retail analogue results.                             |
|  |
| Maintenance & Repair Measures  |
| The SL1/SL2/Digital group sub-metrics that did not meet the fixed critical value     |
| comparison requirements for November, December 2001 and/or January 2002 are as       |
| follows:   |
|  |
| % Missed Repair Appointments / 2w Analog Loop Non-Design / Non-Dispatch              |
| (B.3.1.9.2) (December)   |
| There were only two trouble reports in this sub-metric for December 2001. The small  |
| universe for this measurement does not provide a statistically conclusive comparison |

1 with the retail analogue. BellSouth met the retail analogue comparison for this sub-2 metric in November 2001 and January 2002. 3 4 E. CHECKLIST ITEM 5 – UNBUNDLED LOCAL TRANSPORT 5 6 The data in these measures indicate that BellSouth met the benchmark/analogue 7 requirements for all measurements in Checklist Item 5 for December 2001 and 8 January 2002. The sub-metric that did not meet the retail analogue comparison for 9 November 2001 was: 10 11 % Provisioning Troubles Within 30 Days / Local Interoffice Transport < 10 Circuits/ 12 Dispatch (B.2.19.2.1.1) (November) 13 There were only two trouble reports for this sub-metric in November 2001. The 14 small universe for this measurement does not provide a statistically conclusive 15 comparison with the retail analogue. BellSouth met the retail analogue comparison 16 for this sub-metric in December 2001 and January 2002. 17 18 F. CHECKLIST ITEM 6 – UNBUNDLED LOCAL SWITCHING 19 20 The data in these measures indicate that BellSouth met the benchmark/analogue 21 requirements for all measurements in Checklist Item 6 for November and December 22 2001 and January 2002.

| 1  | G. CHECKLIST ITEM 7a – 911 AND E911 SERVICES  |
|----|---|
| 2  | H. CHECKLIST ITEM 7b – DIRECTORY ASSISTANCE/OPERATOR                                  |
| 3  | <u>SERVICES</u>   |
| 4  |   |
| 5  | As indicated in Sections F.6, F.7 and F.8 of the MSS, BellSouth met the               |
| 6  | benchmark/analogue requirements of Checklist Items 7a and 7b in November and          |
| 7  | December 2001 and January 2002. Even though BellSouth tracks and reports these        |
| 8  | measures, the processes used in providing these services are designed to provide      |
| 9  | parity for all users.   |
| 10 |   |
| 11 | I. CHECKLIST ITEM 10 – ACCESS TO DATABASES AND ASSOCIATED                             |
| 12 | <u>SIGNALING</u>  |
| 13 | BellSouth met all four of the four sub-metrics associated with this checklist item in |
| 14 | November and December 2001 and January 2002. See Items F.13.1.1 through F.13.3        |
| 15 | for further details.  |
| 16 |   |
| 17 | J. CHECKLIST ITEM 11 – NUMBER PORTABILITY   |
| 18 |   |
| 19 | All the measurements in this Checklist Item were met or exceeded for November,        |
| 20 | December 2001 and/or January 2002 except for the following:                           |
| 21 |   |
| 22 | Order Completion Interval / LNP (Standalone) / < 10 Circuits / Non-Dispatch           |
| 23 | (B.2.1.17.2.2) (December)   |

There was only one order completed for this sub-metric in December 2001. The small universe of orders for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in November 2001. There was no CLEC activity in January 2002. Disconnect Timeliness / LNP / < 10 Circuits (B.2.31) The Disconnect Timeliness measure is supposed to track the time it takes to disconnect a number in the central office switch after the message has been received from the Local Number Portability (LNP) Gateway that it is ready. However, this measurement does not track the relevant time to perform this function. On a great majority of LNP orders, BellSouth creates what is referred to as a "trigger" in conjunction with the order. This trigger gives the end user customer the ability to make and receive calls from other customers who are served by the customer's host switch at the time of the LNP activation. This ability is not dependent upon BellSouth working a disconnect order in the central office switch. In other words, when a trigger is involved, an end user customer can receive calls from other customers served by the same host switch before the disconnect order is ever worked. As it currently exists, Performance Measure P-13 does not recognize the importance of triggers and their effect on the LNP process. Rather, the current measure calculates the end time of the LNP activity as the processing of the actual disconnect

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order in the host switch, even though, from a customer's perspective, this activity is totally meaningless on most LNP orders. It is the activation of the LNP and the routing function accomplished by the LSMS that ultimately determines whether the end user is back in full service and is able to make and receive calls when a trigger is used in porting a telephone number. So, while BellSouth may be missing this measure, the actual impact on CLECs and their end users, for a great majority of the orders is minimal, or nonexistent. The Georgia PSC is currently evaluating a change in this measure that more accurately reflects the LNP process and its impacts on end users, and, therefore, the measurements will be shown blank until a resolution is reached on this issue. The Tennessee results for November 2001 through January 2002 for the existing disconnect timeliness measure along with the % Trigger Orders prior to the due date

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| Name of Measure                 | Nov Results     | Dec Results      | Jan Results      |
|---------------------------------|-----------------|------------------|------------------|
|                                 |                 |                  |                  |
| LNP Disconnect Timeliness       | 6.37% <= 15 min | 18.31% <= 15 min | 33.68% <= 15 min |
|                                 |                 |                  |                  |
| % LNP Trigger Prior to Due Date | 98.47%          | 98.99%           | 99.30%           |
|                                 |                 |                  |                  |
| % Out of Service < 60 Minutes   | 100.00%         | 100.00%          | 100.00%          |
|                                 |                 |                  |                  |

and % Out of Service less than 60 minutes are as follows:

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1 K. CHECKLIST ITEM 14 – RESALE 2 3 BellSouth has met or exceeded the benchmarks/analogues for 88%, 89% and 84% of 4 the total Resale metrics for the months of November and December 2001 and January 5 2002, respectively. The details are delineated in Items A.1.1.1 through A.4.2 of the 6 MSS. 7 8 During the three-month period, November 2001 through January 2002, there were 9 152 Resale sub-metrics that had data for all three months and were compared to 10 benchmarks or retail analogues. Of those 152 sub-metrics, 139 (91%) of the sub-11 metrics met the relevant criteria for at least two of the three months. 12 13 **Resale Ordering Measures** 14 Reject Interval 15 The benchmark for electronic rejects is 97% within 1 hour. In November 2001, 16 there were 1,624 rejected Resale LSRs with 95% meeting the relevant benchmark 17 interval. Of the 1,624 rejected LSRs, 893 were processed electronically with 94% 18 meeting the 1-hour benchmark interval. In December 2001, there were 1,491 rejected 19 Resale LSRs with 94% meeting the relevant benchmark interval. Of the 1,491 20 rejected LSRs, 766 were processed electronically with 96% meeting the 1-hour 21 benchmark interval. In January 2002, BellSouth returned 94% of the total 1,644 22 rejected Resale LSRs within the relevant benchmark interval. Of the 1,644 rejected

1 LSRs, 854 were fully electronic, with 95% being returned within the 1-hour 2 benchmark period. See items A.1.4 through A.1.8 of the MSS for further details. 3 4 **FOC Timeliness** 5 In November 2001, BellSouth returned 99% of the 12,906 FOCs processed within the 6 relevant benchmark period. Of the 12,906 LSRs receiving FOCs, 11,134 were fully 7 electronic with 99.8% meeting the 3-hour benchmark interval. In December 2001, 8 BellSouth returned 98% of the 12,293 FOCs processed within the relevant benchmark 9 period. Of the 12,293 LSRs receiving FOCs, 10,448 were fully electronic with 99.7% 10 meeting the 3-hour benchmark interval. In January 2002, BellSouth returned 99% of 11 the 14,102 total FOCs for Resale LSRs within the relevant benchmark. Of the 14,102 12 LSRs receiving FOCs, 12,078 were fully electronic with 99.9% meeting the 3-hour 13 benchmark. See sections A.1.9 through A.1.13 of the MSS for further details. 14 15 The Resale Ordering sub-metrics for which BellSouth did not meet the 16 benchmarks/analogues for November, December 2001 and/or January 2002 were: 17 18 Reject Interval / Residence / Electronic (A.1.4.1) (November/December/January) 19 Reject Interval / Business / Electronic (A.1.4.2) (November/January) 20 The current benchmark for these sub-metrics is >= 97% within one hour. BellSouth's 21 root cause analysis determined that a number of LSRs that did not meet the one-hour 22 benchmark were submitted when back-end legacy systems were out of service and

were unable to process the LSRs. Because such LSRs should be excluded from the measurement, BellSouth implemented a coding change in PMAP to ensure that scheduled OSS downtime was properly excluded. This change was made with September 2001 data and was expected to improve sub-metric results for Reject Interval performance. The coding change assumed that EDI and TAG timestamps reflected Eastern Time. However, the timestamps used by EDI and TAG actually reflect Central time. As a result of this discrepancy, an hour is being added during PMAP timestamp "synchronization," which causes the results to inaccurately reflect the reject Interval duration. A change to address this issue for EDI is scheduled for implementation with February 2002 data, and BellSouth is in the process of scheduling a similar change for TAG. BellSouth's root cause analysis has determined that, had the scheduled OSS downtime exclusion been properly implemented, BellSouth's Reject Interval performance would generally have met the Commission's benchmark. BellSouth's root cause analysis also identified an additional issue that impacts the electronic Reject Interval sub-metrics. This happens when a fully mechanized Firm Order Confirmation ("FOC") is followed by a manual Clarification, a scenario that occurs when the Local Carrier Service Center ("LCSC") must resolve specific types of errors after the issuance of the FOC. This issue distorts the timeliness of

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| 1  | BellSouth's electronic reject notices, and BellSouth is currently analyzing this        |
|----|---|
| 2  | situation to determine an appropriate solution.   |
| 3  |   |
| 4  | FOC & Reject Response Completeness / Design (Specials) / TAG / Electronic               |
| 5  | (A.1.14.3.2) (November)   |
| 6  | There were only two LSRs for this sub-metric in November 2001. The small                |
| 7  | universe of orders for this sub-metric does not provide a conclusive benchmark          |
| 8  | comparison. There was no CLEC activity for this sub-metric in either December           |
| 9  | 2001 or January 2002.   |
| 10 |   |
| 11 | FOC & Reject Response Completeness / Residence / Manual (A.1.16.1) (December)           |
| 12 | BellSouth met the benchmark criteria for 75 of the 87 responses for this sub-metric in  |
| 13 | December 2001. The 95% benchmark set a requirement of 83 of the 87 responses            |
| 14 | based on the quantity of orders for this sub-metric. BellSouth met the benchmark for    |
| 15 | this sub-metric in November 2001 and January 2002.                                      |
| 16 |   |
| 17 | FOC & Reject Response Completeness / Business / Manual (A.1.16.2)                       |
| 18 | (November/January)  |
| 19 | BellSouth met the benchmark criteria for 193 of the 219 responses returned in           |
| 20 | November 2001 and for 174 of the 192 responses returned in January 2002. The 95%        |
| 21 | benchmark set requirements of 209 of the 219 responses in November and 183 of the       |
| 22 | 192 responses returned in January, based on the quantity of orders for this sub-metric. |

| 1  | BellSouth continues to focus on this measurement in order to improve results to meet   |
|----|--|
| 2  | the benchmark. BellSouth met the benchmark for this sub-metric in December 2001.       |
| 3  |  |
| 4  | FOC & Reject Response Completeness / Design (Specials) / Manual (A.1.16.3)             |
| 5  | (November/December)  |
| 6  | BellSouth met the benchmark criteria for 36 of the 43 responses returned for this sub- |
| 7  | metric in November and for 23 of the 26 responses in December 2001. The 95%            |
| 8  | benchmark set requirements of 41 of the 43 responses returned in November and 25       |
| 9  | of the 26 responses in December, based on the quantity of orders for this sub-metric.  |
| 10 | BellSouth met the benchmark for this sub-metric in January 2002.                       |
| 11 |  |
| 12 | FOC & Reject Response Completeness / PBX / Manual (A.1.16.4)                           |
| 13 | (December/January)   |
| 14 | There were only four LSRs for this sub-metric in December 2001 and thirteen orders     |
| 15 | in January 2002. The small universe of orders for this sub-metric does not provide a   |
| 16 | conclusive benchmark comparison. With a universe of less than 20 LSRs for the          |
| 17 | month and a 95% benchmark requirement, a problem with even one order causes a          |
| 18 | miss for the entire sub-metric. BellSouth met the benchmark for this sub-metric in     |
| 19 | November 2001.   |
| 20 |  |
| 21 | FOC & Reject Response Completeness / Centrex / Manual (A.1.16.5) (January)             |

| 1  | There were only seven LSRs for this sub-metric in January 2002. The small universe     |
|----|--|
| 2  | of orders for this sub-metric does not provide a conclusive benchmark comparison.      |
| 3  | There was no CLEC activity for this sub-metric in either November or December          |
| 4  | 2001.  |
| 5  |  |
| 6  | FOC & Reject Response Completeness / ISDN / Manual (A.1.16.6)                          |
| 7  | (November/December)  |
| 8  | BellSouth met the benchmark criteria for 51 of the 67 responses returned for this sub- |
| 9  | metric in November and 35 of the 37 responses in December 2001. The 95%                |
| 10 | benchmark set requirements of 64 of the 67 responses returned in November and 36       |
| 11 | of the 37 responses in December, based on the quantity of orders for this sub-metric.  |
| 12 | BellSouth met the benchmark for this sub-metric in January 2002.                       |
| 13 |  |
| 14 | Resale Provisioning Measures   |
| 15 |  |
| 16 | For the months of November and December 2001 and January 2002, BellSouth met           |
| 17 | or exceeded the benchmarks or retail analogues for 93%, 92%, and 81% respectively,     |
| 18 | of all Resale provisioning measures. The details supporting the January 2002           |
| 19 | percentage are delineated in Items A.2.1.1.1.1 through A.2.25.3.2.2 of Attachment      |
| 20 | 1H.  |
| 21 |  |
| 22 | Order Completion Interval  |

1 As discussed in Checklist Item 4, the failure to properly "L" code appropriate orders 2 and the missed appointments for customer reasons negatively impacts the OCI 3 measurements. All LSRs seeking extended intervals should receive an "L" code 4 status. This would exclude these LSRs from the OCI measurement. 5 6 The following are the measures for which BellSouth did not meet the retail analogue 7 in November, December 2001 and/or January 2002: 8 9 Order Completion Interval / PBX / < 10 Circuits / Non-Dispatch (A.2.1.4.1.2) 10 (December) 11 There were only two orders in December 2001 for this sub-metric. The small universe 12 for this measurement does not provide a statistically conclusive comparison to the 13 retail analogue. BellSouth met the retail analogue comparison for this sub-metric in 14 November 2001 and January 2002. 15 16 % Jeopardies / Residence / (A.2.4.1) (January) 17 There were only 34 jeopardy notices issued for this sub-metric in January 2002 for 18 the 8,895 orders (0.38%) completed during the month. All of the facilities issues 19 causing the 34 jeopardy notices were resolved prior to the due dates, and the orders 20 were completed as scheduled. BellSouth met the retail analogue comparison for this 21 sub-metric in November and December 2001. 22

| 1  | % Jeopardies / Design (Specials) / (A.2.4.3) (January)                                |
|----|---|
| 2  | There were only two orders for this sub-metric in January 2002. The small universe    |
| 3  | of orders for this sub-metric does not provide a statically conclusive comparison to  |
| 4  | the retail analogue. There was no CLEC activity for this sub-metric in November       |
| 5  | 2001. BellSouth met the retail analogue comparison for this sub-metric in December    |
| 6  | 2001.   |
| 7  |   |
| 8  | % Missed Installation Appointments / ISDN / < 10 Circuits / Dispatch (A.2.11.6.1.1)   |
| 9  | (January)   |
| 10 | There were only two orders for this sub-metric in January 2002. The small universe    |
| 11 | of orders for this sub-metric does not provide a statically conclusive comparison to  |
| 12 | the retail analogue. BellSouth met the retail analogue comparison for this sub-metric |
| 13 | in November and December 2001.  |
| 14 |   |
| 15 | <u>% Provisioning Troubles w/i 30 Days / Residence / &lt; 10 Circuits / Dispatch</u>  |
| 16 | (A.2.12.1.1.1) (January)  |
| 17 | There were 42 troubles reported for the 352 orders completed for this sub-metric in   |
| 18 | the 30 days prior to January 2002. Of the 42 total troubles, 13 (31%) were closed as  |
| 19 | "no trouble found." With the exclusion of these orders, the trouble report rate for   |
| 20 | CLEC orders in this sub-metric would have been virtually the same as for the retail   |
| 21 | analogue. BellSouth met the retail analogue comparison for this sub-metric in         |
| 22 | November and December 2001.   |

| 1  |  |
|----|--|
| 2  | % Provisioning Troubles w/i 30 Days / Residence / < 10 Circuits / Non-Dispatch             |
| 3  | (A.2.12.1.1.2) (November/December/January)   |
| 4  | There were 484 troubles reported in November for the 10,449 orders completed in the        |
| 5  | prior 30 days, 389 troubles reported in December 2001 for the 8,426 orders                 |
| 6  | completed in the prior 30 days and 339 troubles reported in January 2002 for the           |
| 7  | 8,502 orders that completed in the prior 30 days. An analysis of the trouble reports       |
| 8  | revealed that 111 (23%) of the November reports, 98 (25%) of the December reports          |
| 9  | and 95 (28%) of the January reports were closed as "no trouble found." There were          |
| 10 | no distinct patterns or systemic installation issues evident in the other trouble reports. |
| 11 |  |
| 12 | % Provisioning Troubles w/i 30 days / PBX / < 10 Circuits / Dispatch (A.2.12.4.1.1)        |
| 13 | (December)   |
| 14 | There was only one trouble report in this sub-metric for December 2001. The small          |
| 15 | universe for this measurement does not provide a statistically conclusive comparison       |
| 16 | with the retail analogue. BellSouth met the retail analogue comparison for this sub-       |
| 17 | metric in November 2001. There was no CLEC activity for this sub-metric in                 |
| 18 | January 2002.  |
| 19 |  |
| 20 | % Provisioning Troubles w/i 30 days / ISDN / < 10 Circuits / Non-Dispatch                  |
| 21 | (A.2.12.6.1.2) (January)   |

| 1  | There were only six trouble reports in this sub-metric for January 2002. The small    |
|----|---|
| 2  | universe for this measurement does not provide a statistically conclusive comparison  |
| 3  | with the retail analogue. BellSouth met the retail analogue comparison for this sub-  |
| 4  | metric in November and December 2001.   |
| 5  |   |
| 6  | Service Order Accuracy / Residence / < 10 Circuits / Dispatch (A.2.25.1.1.1)          |
| 7  | (January)   |
| 8  | BellSouth met the standard criteria for 67 of the 74 orders reviewed for this sub-    |
| 9  | metric in January 2002. The 95% benchmark set a requirement that 71 of the 74         |
| 10 | orders meet the criteria. BellSouth met the benchmark for this sub-metric in          |
| 11 | November and December 2001.   |
| 12 |   |
| 13 | Service Order Accuracy / Residence / >= 10 Circuits / Dispatch (A.2.25.1.2.1)         |
| 14 | (January)   |
| 15 | BellSouth met the standard criteria for 10 of the 11 orders reviewed for this sub-    |
| 16 | metric in January 2002. The 95% benchmark required that all 11 of the 11 orders       |
| 17 | meet the criteria. BellSouth met the benchmark for this sub-metric in November and    |
| 18 | December 2001.  |
| 19 |   |
| 20 | Service Order Accuracy / Business / < 10 Circuits / Dispatch (A.2.25.2.1.1) (January) |
| 21 | BellSouth met the standard for 109 of the 125 orders reviewed for this sub-metric in  |
| 22 | January 2002. The 95% benchmark set a requirement of 119 of the 125 orders, based     |

| 1  | on the quantity of orders for this sub-metric. BellSouth met the benchmark for this   |
|----|---|
| 2  | sub-metric in November and December 2001.   |
| 3  |   |
| 4  | Service Order Accuracy / Business / < 10 Circuits / Non-Dispatch (A.2.25.2.1.2)       |
| 5  | (January)   |
| 6  | BellSouth met the standard for 69 of the 74 orders reviewed for this sub-metric in    |
| 7  | January 2002. The 95% benchmark set a requirement of 71 of the 74 orders, based on    |
| 8  | the quantity of orders for this sub-metric. BellSouth met the benchmark for this sub- |
| 9  | metric in November and December 2001.   |
| 10 |   |
| 11 | Service Order Accuracy / Business / >= 10 Circuits / Dispatch (A.2.25.2.2.1)          |
| 12 | (November/December/January)   |
| 13 | BellSouth met the standard for 21 of the 23 orders reviewed for this sub-metric in    |
| 14 | November, for 14 of the 17 orders in December 2001 and for 11 of the 12 orders        |
| 15 | reviewed in January 2002. The 95% benchmark set a requirement of 22 of the 23         |
| 16 | orders in November, all 17 orders in December and all 12 orders in January, based on  |
| 17 | the quantity of orders for this sub-metric. BellSouth continues to focus on this      |
| 18 | measurement in order to improve results to meet the benchmark.                        |
| 19 |   |
| 20 | Service Order Accuracy / Business / >= 10 Circuits / Non-Dispatch (A.2.25.2.2.2)      |
| 21 | (November/December/January)   |

| 1  | BellSouth met the standard for 29 of the 31 orders reviewed for this sub-metric in     |
|----|--|
| 2  | November, for 22 of the 28 orders reviewed in December 2001 and for 17 of the 20       |
| 3  | orders reviewed in January 2002. The 95% benchmark set requirements of 30 of the       |
| 4  | 31 orders for November, for 27 of the 28 orders for December and for 19 of the 20      |
| 5  | orders reviewed in January, based on the quantity of orders for this sub-metric.       |
| 6  | BellSouth continues to focus on this measurement in order to improve results to meet   |
| 7  | the benchmark.   |
| 8  |  |
| 9  | Service Order Accuracy / Design (Specials) / < 10 Circuits / Dispatch (A.2.25.3.1.1)   |
| 10 | (November/December)  |
| 11 | BellSouth met the standard for 45 of the 50 orders reviewed for this sub-metric in     |
| 12 | November and 56 of the 63 orders reviewed in December 2001. The 95% benchmark          |
| 13 | set requirements of 48 of the 50 orders for November and 60 of the 63 orders for       |
| 14 | December, based on the quantity of orders for this sub-metric. BellSouth met the       |
| 15 | benchmark for this sub-metric in January 2002.   |
| 16 |  |
| 17 | Service Order Accuracy / Design (Specials) / < 10 Circuits / Non-Dispatch              |
| 18 | (A.2.25.3.1.2) (November)  |
| 19 | BellSouth met the standard criteria for 52 of the 55 orders (94.55%) reviewed for this |
| 20 | sub-metric in November 2001. Normal rounding convention indicates that there is no     |
| 21 | significant difference between the CLEC result for November and the benchmark for      |

| 1  | this sub-metric. BellSouth met the benchmark for this sub-metric in December 2001       |
|----|---|
| 2  | and January 2002.   |
| 3  |   |
| 4  | Service Order Accuracy / Design (Specials) / >= 10 Circuits / Non-Dispatch              |
| 5  | (A.2.25.3.2.2) (January)  |
| 6  | There were only ten orders reviewed for this sub-metric in January 2002. The small      |
| 7  | universe of orders reviewed for the sub-metric does not provide a conclusive            |
| 8  | benchmark comparison. BellSouth met the benchmark comparison for this sub-              |
| 9  | metric in November and December 2001.   |
| 10 |   |
| 11 | Resale Maintenance and Repair (M&R) Measures  |
| 12 |   |
| 13 | BellSouth met the relevant retail analogues for 92% of all the Resale Maintenance &     |
| 14 | Repair measurements in November, for 90% of the sub-metrics in December and for         |
| 15 | 85% of the sub-metrics in January 2002. The sub-metrics for which BellSouth did         |
| 16 | not meet the retail analogues in November, December 2001 and/or January 2002            |
| 17 | were:   |
| 18 |   |
| 19 | % Missed Repair Appointments / PBX / Non-Dispatch (A.3.1.4.2)                           |
| 20 | There were only two appointments scheduled for this sub-metric in December 2001.        |
| 21 | Such a small universe does not provide a statistically valid comparison with the retail |

1 analogue. BellSouth met the retail analogue comparison for this sub-metric in and 2 November 2001 and January 2002. 3 4 Customer Trouble Report Rate / Residence / Dispatch (A.3.2.1.1) 5 (November/December/January) 6 Both BellSouth retail and the CLECs received 97% or more trouble free service for 7 all lines in this sub-metric in November and December 2001 and January 2002. 8 There was approximately 1% difference each month between the retail analogue and 9 the CLECs report rates. In November and December 2001 and January 2002, 13%, 10 14% and 13%, respectively, of the total troubles reported were closed as "no trouble 11 found," which means that the end-user customer experienced minimal trouble levels 12 for these reports. 13 14 Customer Trouble Report Rate / Business / Non-Dispatch (A.3.2.2.2) (November) 15 BellSouth provided over 99% trouble free service for both retail and the CLECs for 16 this sub-metric for the month of November 2001. Of the 67 troubles reported in 17 November, 52 (78%) were closed as "no trouble found," which means that the end-18 user customer experienced minimal trouble levels for these reports. One CLEC 19 issued 17 (25%) of the total trouble reports for the month in this sub-metric, with 15 20 of those 17 reports closed as "no trouble found." When BellSouth provisions high 21 quality service coupled with very large universe sizes, it can cause an apparent out of 22 equity condition from a quantitative viewpoint. In these cases, there is very little

variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail operations is at a very high level – in this case, over 99%. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in December 2001 and January 2002. Without the "no trouble found" reports, BellSouth would have met the retail analogue comparison for November. Customer Trouble Report Rate / Design (Specials) / Dispatch (A.3.2.3.1) (January) Both BellSouth retail and the CLECs received over 98% trouble free service for all lines in this sub-metric for January 2002. Seven of the eleven trouble reports (64%) were closed as "no trouble found." The remainder of the reports was due to various facility problems with no patterns or systemic maintenance issues identified. BellSouth met the retail analogue comparison for this sub-metric in November and December 2001. Customer Trouble Report Rate / PBX / Dispatch (A.3.2.4.1) (December) There were only 6 trouble reports for the 783 in service lines for this sub-metric in December 2001. BellSouth provided over 99% trouble free service for both retail and

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the CLECs for this sub-metric for December. When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail operations is at a very high level – in this cased over 99%. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue for this sub-metric in November 2001 and January 2002. Customer Trouble Report Rate / Centrex / Dispatch (A.3.2.5.1) (January) There were only 7 trouble reports for the 240 lines in service for this sub-metric in January 2002. BellSouth provided over 97% trouble free service for both retail and the CLECs for this sub-metric for the month of January. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue for this sub-metric in November and December 2001.

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| 1  | Customer Trouble Report Rate / Centrex / Non-Dispatch (A.3.2.5.2)                       |
|----|---|
| 2  | (November/January)  |
| 3  | There were only 3 trouble reports for the 280 in service lines for this sub-metric in   |
| 4  | November 2001 and 4 trouble reports for the 240 lines in service in January 2002.       |
| 5  | BellSouth provided over 98.5% trouble free service for both retail and the CLECs for    |
| 6  | this sub-metric for the months of November and January. From a practical point of       |
| 7  | view, the CLECs' ability to compete has not been hindered even though the statistical   |
| 8  | results may technically show that BellSouth failed to meet the benchmark/analogue.      |
| 9  | BellSouth met the retail analogue for this sub-metric in December 2001.                 |
| 10 |   |
| 11 | Customer Trouble Report Rate / ISDN / Dispatch (A.3.2.6.1) (January)                    |
| 12 | There were only 8 trouble reports for the 1,274 in service lines for this sub-metric in |
| 13 | January 2002. Four of the eight trouble reports were closed as "no trouble found."      |
| 14 | BellSouth provided over 99% trouble free service for both retail and the CLECs for      |
| 15 | this sub-metric in January. From a practical point of view, the CLECs' ability to       |
| 16 | compete has not been hindered even though the statistical results may technically       |
| 17 | show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail     |
| 18 | analogue for this sub-metric in November and December 2001.                             |
| 19 |   |
| 20 | Maintenance Average Duration / PBX / Non-Dispatch (A.3.3.4.2) (December)                |
| 21 | There were only two reports for this sub-metric in December 2001. Such a small          |
| 22 | universe does not provide a statistically valid comparison with the retail analogue.    |

| 1  | BellSouth met the retail analogue comparison for this sub-metric in November 2001     |
|----|---|
| 2  | and January 2002.   |
| 3  |   |
| 4  | % Repeat Troubles within 30 Days / Business / Dispatch (A.3.4.2.1) (November)         |
| 5  | There were 23 repeat reports for the 100 total trouble reports for this sub-metric in |
| 6  | November 2001. Of the 23 total repeat reports, 9 reports (39%) were closed as "no     |
| 7  | trouble found." Excluding the NTF reports, The CLEC result would have been below      |
| 8  | the result for the retail analogue for the month. BellSouth met the retail analogue   |
| 9  | comparison for this sub-metric in December 2001 and January 2002.                     |
| 10 |   |
| 11 | % Repeat Troubles within 30 Days / Business / Non-Dispatch (A.3.4.2.2) (January)      |
| 12 | There were 13 repeat reports for the 48 total trouble reports for this sub-metric in  |
| 13 | January 2002. Of the 13 total repeat reports, 10 reports (77%) were closed as "no     |
| 14 | trouble found." Excluding the NTF reports, the CLEC result would have been below      |
| 15 | the result for the retail analogue for the month. BellSouth met the retail analogue   |
| 16 | comparison for this sub-metric in November and December 2001.                         |
| 17 |   |
| 18 | % Repeat Troubles within 30 Days / PBX / Dispatch (A.3.4.4.1) (January)               |
| 19 | There was only one trouble report for this sub-metric in January 2002. The small      |
| 20 | universe of orders for this sub-metric does not provide a statistically conclusive    |
| 21 | comparison to the retail analogue. BellSouth met the retail analogue comparison for   |
| 22 | this sub-metric in November and December 2001.  |

| 1  |  |
|----|--|
| 2  | % Repeat Troubles within 30 Days / Centrex / Dispatch (A.3.4.5.1)                    |
| 3  | (November/January)   |
| 4  | There were only three trouble reports for this sub-metric in November 2001 and       |
| 5  | seven trouble reports in January 2002. The small universe for this sub-metric does   |
| 6  | not provide a statistically conclusive comparison to the retail analogue. BellSouth  |
| 7  | met the retail analogue comparison for this sub-metric in December 2001.             |
| 8  |  |
| 9  | % Out of Service > 24 hours / Residence / Dispatch (A.3.5.1.1) (December)            |
| 10 | BellSouth did not meet the retail analogue comparison in December with 59.22% of     |
| 11 | the CLEC orders over 24 hours compared with 54.99%. The Work Management              |
| 12 | Center has refocused its attention on the loading of troubles for the CLECs.         |
| 13 | BellSouth met the retail analogue comparison for this sub-metric in November 2001    |
| 14 | and January 2002.  |
| 15 |  |
| 16 | % Out of Service > 24 hours / PBX / Non-Dispatch (A.3.5.4.2) (December)              |
| 17 | There were only two reports for this sub-metric in December 2001. Such a small       |
| 18 | universe does not provide a statistically valid comparison with the retail analogue. |
| 19 | BellSouth met the retail analogue comparison for this sub-metric in November 2001    |
| 20 | and January 2002.  |
| 21 |  |
| 22 | Resale – Billing   |

| 1  |   |
|----|---|
| 2  | <u>Invoice Accuracy – Resale (A.4.1) (January)</u>                                    |
| 3  | The CLECs experienced resale invoice accuracy rates that were less than the rates for |
| 4  | the invoices BellSouth sent to its retail customers during January 2002 (99.08%       |
| 5  | accuracy for BellSouth versus 98.55% for the CLEC invoices). The difference in        |
| 6  | performance was the result of Other Charges and Credits (OC&Cs) that were issued      |
| 7  | in January to recover E911 billing for November 2001. BellSouth failed to bill E911   |
| 8  | for November 2001 because of computer program errors. As a preventative action        |
| 9  | plan, BellSouth will improve the process it uses to test program changes. BellSouth   |
| 10 | met the retail analogue comparison for this sub-metric in November and December       |
| 11 | 2001.   |
| 12 |   |
| 13 | Mean Time To Deliver Invoices – Resale (A.4.2) (December)                             |
| 14 | The CLECs experienced Resale invoice delivery rates that were slightly higher than    |
| 15 | the rates for BellSouth's retail customers during December 2001 (3.67 days for        |
| 16 | BellSouth versus 3.84 days for CLECS). The small difference in performance was        |
| 17 | the result of recent shifts in workloads within the BellSouth Bill Distribution       |
| 18 | department. BellSouth met the retail analogue comparison for this sub-metric in       |
| 19 | November 2001 and January 2002.   |
| 20 |   |
| 21 |   |
| 22 |   |

# EXHIBIT NO. AJV – 3

Revised June 2001 Percent Flow Through Service Request

| ACHIEVED           | ADJUSTED FLOW-                                 |
|--------------------|--|
| FLOW-THROUGH %     | THROUGH %                                      |
|                    |  |
| 74.30%             | 82.84%   |
|                    |  |
|                    |  |
| FLOW-THROUGH %     |  |
|                    |  |
|                    |  |
| 94.40%             |  |
| TBD                |  |
|                    |  |
|                    | -  |
|                    |  |
|                    |  |
| w throu<br>e to KP | FLOW-THROUGH %  74.30%  FLOW-THROUGH %  94.40% |

| REGATE ORDER TYPE | 3          |      |           |             |                     |                            |                       |                                |           |                            |                       |                           |             |                         |                     |                                      |
|-------------------|------------|------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|--------------------------------------|
| Company Info      |            |      |           |             |                     |                            | OCESSING              |                                |           |                            |                       |                           |             |                         | FLOWTI              | HROUGH                               |
|                   |            |      |           |             |                     |                            | ESOG                  |                                |           |                            | _                     |                           |             |                         |                     |                                      |
|                   |            | Me   | echanized | Interface l | Jsed                | Manual                     | Rejects               | 5 "                            | Validated | =                          | Errors                | 01.50                     |             |                         |                     | 01 = 0 =                             |
| Name              | RESH / OCN | LENS | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Erro<br>Excluded<br>Calculation |
| #1                |            | 0    | 115       | 0           | 115                 | 12                         | 28                    | 0                              | 75        | 42                         | 14                    | 28                        | 33          | 55.93%                  | 44.00%              | 70.21%                               |
| #2                |            | 52   | 0         | 0           | 52                  | 2                          | 8                     | 0                              | 42        | 12                         | 9                     | 3                         | 30          | 73.17%                  | 71.43%              | 76.92%                               |
| #3                |            | 0    | 3454      | 0           | 3454                | 51                         | 666                   | 0                              | 2737      | 2486                       | 189                   | 2297                      | 251         | 51.12%                  | 9.17%               | 57.05%                               |
| #4                |            | 976  | 0         | 0           | 976                 | 50                         | 86                    | 16                             | 824       | 240                        | 117                   | 123                       | 584         | 77.76%                  | 70.87%              | 83.31%                               |
| #5                |            | 12   | 0         | 0           | 12                  | 0                          | 2                     | 0                              | 10        | 0                          | 0                     | 0                         | 10          | 100.00%                 | 100.00%             | 100.00%                              |
| #6                |            | 0    | 19        | 0           | 19                  | 5                          | 2                     | 0                              | 12        | 6                          | 6                     | 0                         | 6           | 35.29%                  | 50.00%              | 50.00%                               |
| #7                |            | 0    | 21        | 0           | 21                  | 2                          | 2                     | 0                              | 17        | 9                          | 4                     | 5                         | 8           | 57.14%                  | 47.06%              | 66.67%                               |
| #8                |            | 30   | 0         | 0           | 30                  | 2                          | 3                     | 7                              | 18        | 11                         | 10                    | 1                         | 7           | 36.84%                  | 38.89%              | 41.18%                               |
| #9                |            | 915  | 0         | 0           | 915                 | 99                         | 112                   | 0                              | 704       | 46                         | 36                    | 10                        | 658         | 82.98%                  | 93.47%              | 94.81%                               |
| #10               |            | 164  | 0         | 0           | 164                 | 22                         | 8                     | 2                              | 132       | 66                         | 57                    | 9                         | 66          | 45.52%                  | 50.00%              | 53.66%                               |
| #11               |            | 1797 | 0         | 0           | 1797                | 191                        | 182                   | 3                              | 1421      | 227                        | 191                   | 36                        | 1194        | 75.76%                  | 84.03%              | 86.21%                               |
| #12               |            | 2    | 0         | 0           | 2                   | 2                          | 0                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #13               |            | 0    | 0         | 13          | 13                  | 2                          | 1                     | 0                              | 10        | 4                          | 3                     | 1                         | 6           | 54.55%                  | 60.00%              | 66.67%                               |
| #14               |            | 2    | 0         | 0           | 2                   | 0                          | 0                     | 0                              | 2         | 0                          | 0                     | 0                         | 2           | 100.00%                 | 100.00%             | 100.00%                              |
| #15               |            | 0    | 0         | 17          | 17                  | 0                          | 3                     | 0                              | 14        | 14                         | 5                     | 9                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #16               |            | 2259 | 0         | 0           | 2259                | 241                        | 285                   | 36                             | 1697      | 423                        | 290                   | 133                       | 1274        | 70.58%                  | 75.07%              | 81.46%                               |
| #17               |            | 359  | 0         | 0           | 359                 | 17                         | 28                    | 1                              | 313       | 27                         | 24                    | 3                         | 286         | 87.46%                  | 91.37%              | 92.26%                               |
| #18               |            | 286  | 0         | 0           | 286                 | 33                         | 32                    | 3                              | 218       | 75                         | 69                    | 6                         | 143         | 58.37%                  | 65.60%              | 67.45%                               |
| #19               |            | 1382 | 0         | 0           | 1382                | 124                        | 49                    | 5                              | 1204      | 88                         | 72                    | 16                        | 1116        | 85.06%                  | 92.69%              | 93.94%                               |
| #20               |            | 0    | 0         | 6           | 6                   | 0                          | 2                     | 0                              | 4         | 3                          | 3                     | 0                         | 1           | 25.00%                  | 25.00%              | 25.00%                               |
| #21               |            | 38   | 0         | 0           | 38                  | 13                         | 7                     | 2                              | 16        | 11                         | 9                     | 2                         | 5           | 18.52%                  | 31.25%              | 35.71%                               |
| #22               |            | 0    | 0         | 2           | 2                   | 0                          | 0                     | 0                              | 2         | 2                          | 1                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #23               |            | 0    | 0         | 1477        | 1477                | 208                        | 253                   | 8                              | 1008      | 428                        | 350                   | 78                        | 580         | 50.97%                  | 57.54%              | 62.37%                               |
| #24               |            | 197  | 0         | 0           | 197                 | 27                         | 15                    | 2                              | 153       | 19                         | 15                    | 4                         | 134         | 76.14%                  | 87.58%              | 89.93%                               |
| #25               |            | 17   | 0         | 0           | 17                  | 2                          | 3                     | 1                              | 11        | 2                          | 2                     | 0                         | 9           | 69.23%                  | 81.82%              | 81.82%                               |
| #26               |            | 76   | 0         | 0           | 76                  | 5                          | 15                    | 2                              | 54        | 31                         | 28                    | 3                         | 23          | 41.07%                  | 42.59%              | 45.10%                               |
| #27               |            | 0    | 0         | 900         | 900                 | 130                        | 133                   | 1                              | 636       | 256                        | 219                   | 37                        | 380         | 52.13%                  | 59.75%              | 63.44%                               |
| #28               |            | 0    | 0         | 18          | 18                  | 1                          | 1                     | 0                              | 16        | 16                         | 7                     | 9                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #29               |            | 0    | 0         | 23          | 23                  | 4                          | 4                     | 2                              | 13        | 6                          | 2                     | 4                         | 7           | 53.85%                  | 53.85%              | 77.78%                               |
| #30               |            | 100  | 0         | 0           | 100                 | 10                         | 10                    | 2                              | 78        | 31                         | 24                    | 7                         | 47          | 58.02%                  | 60.26%              | 66.20%                               |
| #31               |            | 54   | 0         | 0           | 54                  | 12                         | 4                     | 0                              | 38        | 3                          | 3                     | 0                         | 35          | 70.00%                  | 92.11%              | 92.11%                               |
| #32               |            | 0    | 0         | 1287        | 1287                | 279                        | 246                   | 11                             | 751       | 347                        | 242                   | 105                       | 404         | 43.68%                  | 53.79%              | 62.54%                               |
| #33               |            | 0    | 212       | 0           | 212                 | 163                        | 23                    | 0                              | 26        | 20                         | 19                    | 1                         | 6           | 3.19%                   | 23.08%              | 24.00%                               |
| #34               |            | 914  | 0         | 0           | 914                 | 70                         | 114                   | 2                              | 728       | 539                        | 416                   | 123                       | 189         | 28.00%                  | 25.96%              | 31.24%                               |
| #35               |            | 2    | 0         | 0           | 2                   | 0                          | 0                     | 0                              | 2         | 1                          | 1                     | 0                         | 1           | 50.00%                  | 50.00%              | 50.00%                               |
| #36               |            | 0    | 0         | 780         | 780                 | 119                        | 155                   | 9                              | 497       | 223                        | 179                   | 44                        | 274         | 47.90%                  | 55.13%              | 60.49%                               |
| #37               |            | 0    | 0         | 554         | 554                 | 110                        | 104                   | 11                             | 329       | 138                        | 116                   | 22                        | 191         | 45.80%                  | 58.05%              | 62.21%                               |
| #38               |            | 273  | 0         | 0           | 273                 | 30                         | 14                    | 0                              | 229       | 28                         | 23                    | 5                         | 201         | 79.13%                  | 87.77%              | 89.73%                               |

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### **ORDERING**

## REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL) REPORT PERIOD: 06/01/2001 - 06/30/2001

| REGATE ORDER TYPES |            |      |           |             |                     |                            |                       |                                |           |                            |                       |                           |             |                         |                     |                                      |
|--------------------|------------|------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|--------------------------------------|
| Company Info       |            |      |           |             |                     |                            | OCESSING              |                                |           |                            |                       |                           |             |                         | FLOWTH              | ROUGH                                |
|                    |            |      |           |             |                     |                            | ESOG                  |                                |           |                            |                       |                           |             |                         |                     |                                      |
|                    |            | Me   | echanized | Interface l | Jsed                | Manual                     | Rejects               |                                | Validated |                            | Errors                |                           |             |                         |                     |                                      |
| Name               | RESH / OCN | LENS | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Erro<br>Excluded<br>Calculation |
| #39                |            | 6    | 0         | 0           | 6                   | 1                          | 0                     | 0                              | 5         | 1                          | 1                     | 0                         | 4           | 66.67%                  | 80.00%              | 80.00%                               |
| #40                |            | 524  | 0         | 0           | 524                 | 121                        | 25                    | 0                              | 378       | 24                         | 21                    | 3                         | 354         | 71.37%                  | 93.65%              | 94.40%                               |
| #41                |            | 479  | 0         | 0           | 479                 | 50                         | 48                    | 9                              | 372       | 109                        | 79                    | 30                        | 263         | 67.09%                  | 70.70%              | 76.90%                               |
| #42                |            | 0    | 198       | 0           | 198                 | 4                          | 16                    | 8                              | 170       | 90                         | 66                    | 24                        | 80          | 53.33%                  | 47.06%              | 54.79%                               |
| #43                |            | 4    | 0         | 0           | 4                   | 3                          | 0                     | 0                              | 1         | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #44                |            | 17   | 0         | 0           | 17                  | 1                          | 1                     | 0                              | 15        | 1                          | 1                     | 0                         | 14          | 87.50%                  | 93.33%              | 93.33%                               |
| #45                |            | 0    | 0         | 32          | 32                  | 10                         | 2                     | 0                              | 20        | 4                          | 4                     | 0                         | 16          | 53.33%                  | 80.00%              | 80.00%                               |
| #46                |            | 65   | 0         | 0           | 65                  | 8                          | 13                    | 0                              | 44        | 5                          | 3                     | 2                         | 39          | 78.00%                  | 88.64%              | 92.86%                               |
| #47                |            | 333  | 0         | 0           | 333                 | 18                         | 29                    | 1                              | 285       | 36                         | 26                    | 10                        | 249         | 84.98%                  | 87.37%              | 90.55%                               |
| #48                |            | 704  | 0         | 0           | 704                 | 84                         | 57                    | 6                              | 557       | 235                        | 193                   | 42                        | 322         | 53.76%                  | 57.81%              | 62.52%                               |
| #49                |            | 2090 | 0         | 0           | 2090                | 258                        | 164                   | 7                              | 1661      | 585                        | 471                   | 114                       | 1076        | 59.61%                  | 64.78%              | 69.55%                               |
| #50                |            | 52   | 0         | 0           | 52                  | 12                         | 4                     | 1                              | 35        | 9                          | 6                     | 3                         | 26          | 59.09%                  | 74.29%              | 81.25%                               |
| #51                |            | 65   | 0         | 0           | 65                  | 15                         | 12                    | 0                              | 38        | 9                          | 9                     | 0                         | 29          | 54.72%                  | 76.32%              | 76.32%                               |
| #52                |            | 571  | 0         | 0           | 571                 | 47                         | 6                     | 0                              | 518       | 12                         | 12                    | 0                         | 506         | 89.56%                  | 97.68%              | 97.68%                               |
| #53                |            | 48   | 0         | 0           | 48                  | 0                          | 0                     | 1                              | 47        | 47                         | 46                    | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #54                |            | 514  | 0         | 0           | 514                 | 28                         | 25                    | 1                              | 460       | 28                         | 26                    | 2                         | 432         | 88.89%                  | 93.91%              | 94.32%                               |
| #55                |            | 36   | 0         | 0           | 36                  | 3                          | 1                     | 1                              | 31        | 4                          | 2                     | 2                         | 27          | 84.38%                  | 87.10%              | 93.10%                               |
| #56                |            | 0    | 0         | 29          | 29                  | 11                         | 5                     | 1                              | 12        | 9                          | 1                     | 8                         | 3           | 20.00%                  | 25.00%              | 75.00%                               |
| #57                |            | 711  | 0         | 0           | 711                 | 82                         | 115                   | 7                              | 507       | 95                         | 65                    | 30                        | 412         | 73.70%                  | 81.26%              | 86.37%                               |
| #58                |            | 0    | 0         | 11          | 11                  | 0                          | 2                     | 2                              | 7         | 7                          | 3                     | 4                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #59                |            | 112  | 0         | 0           | 112                 | 6                          | 10                    | 9                              | 87        | 81                         | 55                    | 26                        | 6           | 8.96%                   | 6.90%               | 9.84%                                |
| #60                |            | 26   | 0         | 0           | 26                  | 3                          | 2                     | 5                              | 16        | 13                         | 4                     | 9                         | 3           | 30.00%                  | 18.75%              | 42.86%                               |
| #61                |            | 1083 | 0         | 0           | 1083                | 144                        | 88                    | 5                              | 846       | 97                         | 78                    | 19                        | 749         | 77.14%                  | 88.53%              | 90.57%                               |
| #62                |            | 29   | 0         | 0           | 29                  | 3                          | 4                     | 0                              | 22        | 3                          | 3                     | 0                         | 19          | 76.00%                  | 86.36%              | 86.36%                               |
| #63                |            | 0    | 0         | 581         | 581                 | 90                         | 87                    | 1                              | 403       | 178                        | 161                   | 17                        | 225         | 47.27%                  | 55.83%              | 58.29%                               |
| #64                |            | 520  | 0         | 0           | 520                 | 48                         | 43                    | 4                              | 425       | 82                         | 65                    | 17                        | 343         | 75.22%                  | 80.71%              | 84.07%                               |
| #65                |            | 2076 | 0         | 0           | 2076                | 239                        | 131                   | 9                              | 1697      | 179                        | 150                   | 29                        | 1518        | 79.60%                  | 89.45%              | 91.01%                               |
| #66                |            | 1548 | 0         | 0           | 1548                | 30                         | 249                   | 6                              | 1263      | 290                        | 189                   | 101                       | 973         | 81.63%                  | 77.04%              | 83.73%                               |
| #67                |            | 184  | 0         | 0           | 184                 | 13                         | 15                    | 0                              | 156       | 8                          | 7                     | 1                         | 148         | 88.10%                  | 94.87%              | 95.48%                               |
| #68                |            | 0    | 0         | 2           | 2                   | 0                          | 2                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #69                |            | 105  | 0         | 0           | 105                 | 27                         | 18                    | 0                              | 60        | 19                         | 11                    | 8                         | 41          | 51.90%                  | 68.33%              | 78.85%                               |
| #70                |            | 0    | 5         | 0           | 5                   | 3                          | 0                     | 0                              | 2         | 1                          | 1                     | 0                         | 1           | 20.00%                  | 50.00%              | 50.00%                               |
| #71                |            | 3    | 0         | 0           | 3                   | 0                          | 3                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #72                |            | 2    | 0         | 0           | 2                   | 0                          | 0                     | 0                              | 2         | 1                          | 1                     | 0                         | 1           | 50.00%                  | 50.00%              | 50.00%                               |
| #73                |            | 0    | 4         | 0           | 4                   | 0                          | 2                     | 0                              | 2         | 0                          | 0                     | 0                         | 2           | 100.00%                 | 100.00%             | 100.00%                              |
| #74                |            | 0    | 0         | 33          | 33                  | 7                          | 12                    | 2                              | 12        | 4                          | 4                     | 0                         | 8           | 42.11%                  | 66.67%              | 66.67%                               |
| #75                |            | 44   | 0         | 0           | 44                  | 4                          | 11                    | 2                              | 27        | 9                          | 8                     | 1                         | 18          | 60.00%                  | 66.67%              | 69.23%                               |
| #76                |            | 83   | 0         | 0           | 83                  | 9                          | 10                    | 0                              | 64        | 23                         | 13                    | 10                        | 41          | 65.08%                  | 64.06%              | 75.93%                               |

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| GREGATE ORDER TYPES |            |      |           |           |                     |                            |                       |                                |           |                            |                       |                           |             |                         |                     |                                      |
|---------------------|------------|------|-----------|-----------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|--------------------------------------|
| Company Info        |            |      |           |           |                     | LSR PR                     | OCESSING              |                                |           |                            |                       |                           |             |                         | FLOWTI              | HROUGH                               |
|                     |            |      |           |           |                     | L                          | ESOG                  |                                |           |                            |                       |                           |             |                         |                     |                                      |
|                     |            | Me   | echanized | Interface | Used                | Manual                     | Rejects               |                                | Validated |                            | Errors                |                           |             |                         |                     |                                      |
| Name                | RESH / OCN | LENS | EDI       | TAG       | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Erro<br>Excluded<br>Calculation |
| #77                 |            | 74   | 0         | 0         | 74                  | 12                         | 10                    | 4                              | 48        | 18                         | 16                    | 2                         | 30          | 51.72%                  | 62.50%              | 65.22%                               |
| #78                 |            | 72   | 0         | 0         | 72                  | 1                          | 5                     | 0                              | 66        | 28                         | 27                    | 1                         | 38          | 57.58%                  | 57.58%              | 58.46%                               |
| #79                 |            | 0    | 0         | 13        | 13                  | 2                          | 6                     | 0                              | 5         | 3                          | 3                     | 0                         | 2           | 28.57%                  | 40.00%              | 40.00%                               |
| #80                 |            | 11   | 0         | 0         | 11                  | 3                          | 4                     | 0                              | 4         | 1                          | 1                     | 0                         | 3           | 42.86%                  | 75.00%              | 75.00%                               |
| #81                 |            | 86   | 0         | 0         | 86                  | 12                         | 13                    | 5                              | 56        | 22                         | 13                    | 9                         | 34          | 57.63%                  | 60.71%              | 72.34%                               |
| #82                 |            | 793  | 0         | 0         | 793                 | 109                        | 50                    | 6                              | 628       | 76                         | 58                    | 18                        | 552         | 76.77%                  | 87.90%              | 90.49%                               |
| #83                 |            | 0    | 0         | 105       | 105                 | 11                         | 6                     | 0                              | 88        | 34                         | 28                    | 6                         | 54          | 58.06%                  | 61.36%              | 65.85%                               |
| #84                 |            | 129  | 0         | 0         | 129                 | 18                         | 6                     | 1                              | 104       | 20                         | 17                    | 3                         | 84          | 70.59%                  | 80.77%              | 83.17%                               |
| #85                 |            | 2    | 0         | 0         | 2                   | 0                          | 2                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #86                 |            | 0    | 0         | 2         | 2                   | 1                          | 0                     | 0                              | 1         | 1                          | 0                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #87                 |            | 31   | 0         | 0         | 31                  | 4                          | 1                     | 1                              | 25        | 12                         | 1                     | 11                        | 13          | 72.22%                  | 52.00%              | 92.86%                               |
| #88                 |            | 0    | 0         | 1         | 1                   | 0                          | 0                     | 0                              | 1         | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #89                 |            | 27   | 0         | 0         | 27                  | 1                          | 5                     | 1                              | 20        | 3                          | 3                     | 0                         | 17          | 80.95%                  | 85.00%              | 85.00%                               |
| #90                 |            | 11   | 0         | 0         | 11                  | 1                          | 1                     | 0                              | 9         | 0                          | 0                     | 0                         | 9           | 90.00%                  | 100.00%             | 100.00%                              |
| #91                 |            | 294  | 0         | 0         | 294                 | 32                         | 27                    | 0                              | 235       | 19                         | 15                    | 4                         | 216         | 82.13%                  | 91.91%              | 93.51%                               |
| #92                 |            | 14   | 0         | 0         | 14                  | 3                          | 2                     | 2                              | 7         | 5                          | 3                     | 2                         | 2           | 25.00%                  | 28.57%              | 40.00%                               |
| #93                 |            | 0    | 0         | 2         | 2                   | 0                          | 0                     | 0                              | 2         | 2                          | 2                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #94                 |            | 38   | 0         | 0         | 38                  | 4                          | 2                     | 0                              | 32        | 10                         | 5                     | 5                         | 22          | 70.97%                  | 68.75%              | 81.48%                               |
| #95                 |            | 195  | 0         | 0         | 195                 | 33                         | 8                     | 5                              | 149       | 59                         | 41                    | 18                        | 90          | 54.88%                  | 60.40%              | 68.70%                               |
| #96                 |            | 0    | 0         | 241       | 241                 | 35                         | 26                    | 1                              | 179       | 94                         | 67                    | 27                        | 85          | 45.45%                  | 47.49%              | 55.92%                               |
| #97                 |            | 235  | 0         | 0         | 235                 | 17                         | 26                    | 7                              | 185       | 35                         | 24                    | 11                        | 150         | 78.53%                  | 81.08%              | 86.21%                               |
| #98                 |            | 90   | 0         | 0         | 90                  | 26                         | 12                    | 1                              | 51        | 25                         | 19                    | 6                         | 26          | 36.62%                  | 50.98%              | 57.78%                               |
| #99                 |            | 93   | 0         | 0         | 93                  | 7                          | 0                     | 0                              | 86        | 9                          | 9                     | 0                         | 77          | 82.80%                  | 89.53%              | 89.53%                               |
| #100                |            | 9    | 0         | 0         | 9                   | 0                          | 0                     | 0                              | 9         | 3                          | 2                     | 1                         | 6           | 75.00%                  | 66.67%              | 75.00%                               |
| #101                |            | 0    | 6         | 0         | 6                   | 1                          | 0                     | 0                              | 5         | 5                          | 1                     | 4                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #102                |            | 3    | 0         | 0         | 3                   | 2                          | 0                     | 0                              | 1         | 1                          | 0                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #103                |            | 228  | 0         | 0         | 228                 | 10                         | 15                    | 0                              | 203       | 30                         | 24                    | 6                         | 173         | 83.57%                  | 85.22%              | 87.82%                               |
| #104                |            | 26   | 0         | 0         | 26                  | 3                          | 3                     | 0                              | 20        | 5                          | 3                     | 2                         | 15          | 71.43%                  | 75.00%              | 83.33%                               |
| #105                |            | 14   | 0         | 0         | 14                  | 0                          | 0                     | 0                              | 14        | 2                          | 2                     | 0                         | 12          | 85.71%                  | 85.71%              | 85.71%                               |
| #106                |            | 611  | 0         | 0         | 611                 | 64                         | 30                    | 2                              | 515       | 67                         | 50                    | 17                        | 448         | 79.72%                  | 86.99%              | 89.96%                               |
| #107                |            | 0    | 24        | 0         | 24                  | 11                         | 0                     | 2                              | 11        | 11                         | 10                    | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #108                |            | 332  | 0         | 0         | 332                 | 30                         | 18                    | 0                              | 284       | 14                         | 12                    | 2                         | 270         | 86.54%                  | 95.07%              | 95.74%                               |
| #109                |            | 0    | 0         | 604       | 604                 | 27                         | 74                    | 0                              | 503       | 19                         | 14                    | 5                         | 484         | 92.19%                  | 96.22%              | 97.19%                               |
| #110                |            | 468  | 0         | 0         | 468                 | 41                         | 66                    | 2                              | 359       | 34                         | 29                    | 5                         | 325         | 82.28%                  | 90.53%              | 91.81%                               |
| #111                |            | 172  | 0         | 0         | 172                 | 22                         | 74                    | 1                              | 75        | 12                         | 8                     | 4                         | 63          | 67.74%                  | 84.00%              | 88.73%                               |
| #112                |            | 97   | 0         | 0         | 97                  | 9                          | 0                     | 0                              | 88        | 2                          | 2                     | 0                         | 86          | 88.66%                  | 97.73%              | 97.73%                               |
| #113                |            | 4    | 0         | 0         | 4                   | 0                          | 1                     | 0                              | 3         | 3                          | 3                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #114                |            | 1000 | 0         | 0         | 1000                | 96                         | 88                    | 2                              | 814       | 50                         | 39                    | 11                        | 764         | 84.98%                  | 93.86%              | 95.14%                               |

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| REGATE ORDER TYPES | S          |      |           |             |                     |                            |                       |                                |           |                            |                       |                           |             |                         |                     |                                      |
|--------------------|------------|------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|--------------------------------------|
| Company Info       | <u> </u>   |      |           |             |                     |                            | OCESSING              |                                |           |                            |                       |                           |             |                         | FLOWTI              | HROUGH                               |
|                    |            |      |           |             |                     |                            | ESOG                  |                                |           |                            |                       |                           |             |                         |                     |                                      |
|                    |            | Me   | echanized | Interface I | Used                | Manual                     | Rejects               |                                | Validated |                            | Errors                |                           |             |                         |                     |                                      |
| Name               | RESH / OCN | LENS | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Erro<br>Excluded<br>Calculation |
| #115               |            | 293  | 0         | 0           | 293                 | 39                         | 8                     | 0                              | 246       | 25                         | 22                    | 3                         | 221         | 78.37%                  | 89.84%              | 90.95%                               |
| #116               |            | 163  | 0         | 0           | 163                 | 33                         | 8                     | 2                              | 120       | 22                         | 20                    | 2                         | 98          | 64.90%                  | 81.67%              | 83.05%                               |
| #117               |            | 0    | 0         | 28          | 28                  | 7                          | 2                     | 0                              | 19        | 3                          | 2                     | 1                         | 16          | 64.00%                  | 84.21%              | 88.89%                               |
| #118               |            | 36   | 0         | 0           | 36                  | 1                          | 3                     | 0                              | 32        | 3                          | 2                     | 1                         | 29          | 90.63%                  | 90.63%              | 93.55%                               |
| #119               |            | 0    | 0         | 777         | 777                 | 11                         | 63                    | 0                              | 703       | 25                         | 16                    | 9                         | 678         | 96.17%                  | 96.44%              | 97.69%                               |
| #120               |            | 449  | 0         | 0           | 449                 | 94                         | 85                    | 2                              | 268       | 66                         | 52                    | 14                        | 202         | 58.05%                  | 75.37%              | 79.53%                               |
| #121               |            | 212  | 0         | 0           | 212                 | 24                         | 13                    | 1                              | 174       | 19                         | 19                    | 0                         | 155         | 78.28%                  | 89.08%              | 89.08%                               |
| #122               |            | 440  | 0         | 0           | 440                 | 44                         | 24                    | 0                              | 372       | 13                         | 8                     | 5                         | 359         | 87.35%                  | 96.51%              | 97.82%                               |
| #123               |            | 686  | 0         | 0           | 686                 | 10                         | 115                   | 0                              | 561       | 72                         | 62                    | 10                        | 489         | 87.17%                  | 87.17%              | 88.75%                               |
| #124               |            | 0    | 114       | 0           | 114                 | 2                          | 9                     | 0                              | 103       | 56                         | 36                    | 20                        | 47          | 55.29%                  | 45.63%              | 56.63%                               |
| #125               |            | 0    | 0         | 39          | 39                  | 12                         | 0                     | 2                              | 25        | 9                          | 9                     | 0                         | 16          | 43.24%                  | 64.00%              | 64.00%                               |
| #126               |            | 49   | 0         | 0           | 49                  | 5                          | 3                     | 0                              | 41        | 16                         | 6                     | 10                        | 25          | 69.44%                  | 60.98%              | 80.65%                               |
| #127               |            | 72   | 0         | 0           | 72                  | 3                          | 2                     | 2                              | 65        | 24                         | 24                    | 0                         | 41          | 60.29%                  | 63.08%              | 63.08%                               |
| #128               |            | 6    | 0         | 0           | 6                   | 0                          | 2                     | 0                              | 4         | 1                          | 1                     | 0                         | 3           | 75.00%                  | 75.00%              | 75.00%                               |
| #129               |            | 250  | 0         | 0           | 250                 | 37                         | 29                    | 0                              | 184       | 47                         | 41                    | 6                         | 137         | 63.72%                  | 74.46%              | 76.97%                               |
| #130               |            | 31   | 0         | 0           | 31                  | 2                          | 2                     | 0                              | 27        | 4                          | 3                     | 1                         | 23          | 82.14%                  | 85.19%              | 88.46%                               |
| #131               |            | 33   | 0         | 0           | 33                  | 2                          | 2                     | 0                              | 29        | 6                          | 3                     | 3                         | 23          | 82.14%                  | 79.31%              | 88.46%                               |
| #132               |            | 2    | 0         | 0           | 2                   | 0                          | 0                     | 0                              | 2         | 1                          | 1                     | 0                         | 1           | 50.00%                  | 50.00%              | 50.00%                               |
| #133               |            | 0    | 58        | 0           | 58                  | 6                          | 7                     | 0                              | 45        | 18                         | 9                     | 9                         | 27          | 64.29%                  | 60.00%              | 75.00%                               |
| #134               |            | 26   | 0         | 0           | 26                  | 4                          | 4                     | 0                              | 18        | 9                          | 2                     | 7                         | 9           | 60.00%                  | 50.00%              | 81.82%                               |
| #135               |            | 135  | 0         | 0           | 135                 | 9                          | 1                     | 0                              | 125       | 4                          | 3                     | 1                         | 121         | 90.98%                  | 96.80%              | 97.58%                               |
| #136               |            | 237  | 0         | 0           | 237                 | 55                         | 9                     | 0                              | 173       | 9                          | 9                     | 0                         | 164         | 71.93%                  | 94.80%              | 94.80%                               |
| #137               |            | 1561 | 0         | 0           | 1561                | 97                         | 47                    | 0                              | 1417      | 107                        | 87                    | 20                        | 1310        | 87.68%                  | 92.45%              | 93.77%                               |
| #138               |            | 0    | 0         | 882         | 882                 | 139                        | 13                    | 78                             | 652       | 493                        | 437                   | 56                        | 159         | 21.63%                  | 24.39%              | 26.68%                               |
| #139               |            | 880  | 0         | 0           | 880                 | 70                         | 28                    | 1                              | 781       | 83                         | 77                    | 6                         | 698         | 82.60%                  | 89.37%              | 90.06%                               |
| #140               |            | 1646 | 0         | 0           | 1646                | 114                        | 95                    | 5                              | 1432      | 98                         | 72                    | 26                        | 1334        | 87.76%                  | 93.16%              | 94.88%                               |
| #141               |            | 3805 | 0         | 0           | 3805                | 483                        | 193                   | 37                             | 3092      | 254                        | 209                   | 45                        | 2838        | 80.40%                  | 91.79%              | 93.14%                               |
| #142               |            | 86   | 0         | 0           | 86                  | 6                          | 4                     | 1                              | 75        | 12                         | 9                     | 3                         | 63          | 80.77%                  | 84.00%              | 87.50%                               |
| #143               |            | 41   | 0         | 0           | 41                  | 2                          | 9                     | 0                              | 30        | 4                          | 4                     | 0                         | 26          | 81.25%                  | 86.67%              | 86.67%                               |
| #144               |            | 0    | 25        | 0           | 25                  | 0                          | 6                     | 3                              | 16        | 16                         | 0                     | 16                        | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #145               |            | 4    | 0         | 0           | 4                   | 0                          | 2                     | 0                              | 2         | 2                          | 1                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #146               |            | 34   | 0         | 0           | 34                  | 4                          | 4                     | 2                              | 24        | 12                         | 5                     | 7                         | 12          | 57.14%                  | 50.00%              | 70.59%                               |
| #147               |            | 1    | 0         | 0           | 1                   | 0                          | 1                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #148               |            | 33   | 0         | 0           | 33                  | 16                         | 6                     | 0                              | 11        | 7                          | 6                     | 1                         | 4           | 15.38%                  | 36.36%              | 40.00%                               |
| #149               |            | 213  | 0         | 0           | 213                 | 10                         | 9                     | 0                              | 194       | 14                         | 14                    | 0                         | 180         | 88.24%                  | 92.78%              | 92.78%                               |
| #150               |            | 196  | 0         | 0           | 196                 | 17                         | 20                    | 0                              | 159       | 11                         | 8                     | 3                         | 148         | 85.55%                  | 93.08%              | 94.87%                               |
| #151               |            | 2    | 0         | 0           | 2                   | 2                          | 0                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #152               |            | 506  | 0         | 0           | 506                 | 50                         | 41                    | 3                              | 412       | 42                         | 30                    | 12                        | 370         | 82.22%                  | 89.81%              | 92.50%                               |

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# REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL) REPORT PERIOD: 06/01/2001 - 06/30/2001

| EGATE ORDER TYPE | .~         |      |           |             |                     |                   |                       |                     |           |                   |                       |                   |             |                         | EL 014/E            | 15011011            |
|------------------|------------|------|-----------|-------------|---------------------|-------------------|-----------------------|---------------------|-----------|-------------------|-----------------------|-------------------|-------------|-------------------------|---------------------|---------------------|
| Company Info     |            |      |           |             |                     |                   | OCESSING              |                     |           |                   |                       |                   |             |                         | FLOWII              | HROUGH              |
|                  |            |      |           |             |                     |                   | ESOG                  |                     |           |                   | _                     |                   |             |                         |                     |                     |
|                  |            | Me   | echanized | Interface ( | Jsed                | Manual<br>Total   | Rejects               | Pending             | Validated | Total             | Errors                | CLEC              |             |                         |                     | CLEC Erro           |
| Name             | RESH / OCN | LENS | EDI       | TAG         | Total Mech<br>LSR's | Manual<br>Fallout | Auto<br>Clarification | Supps<br>(Z Status) | LSR's     | System<br>Fallout | BST Caused<br>Fallout | Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | Excluded Calculatio |
| #153             |            | 83   | 0         | 0           | 83                  | 1                 | 1                     | 0                   | 81        | 6                 | 3                     | 3                 | 75          | 94.94%                  | 92.59%              | 96.15%              |
| #154             |            | 106  | 0         | 0           | 106                 | 21                | 11                    | 0                   | 74        | 20                | 13                    | 7                 | 54          | 61.36%                  | 72.97%              | 80.60%              |
| #155             |            | 0    | 0         | 397         | 397                 | 68                | 30                    | 4                   | 295       | 72                | 63                    | 9                 | 223         | 62.99%                  | 75.59%              | 77.97%              |
| #156             |            | 966  | 0         | 0           | 966                 | 138               | 74                    | 10                  | 744       | 131               | 105                   | 26                | 613         | 71.61%                  | 82.39%              | 85.38%              |
| #157             |            | 1    | 0         | 0           | 1                   | 0                 | 0                     | 0                   | 1         | 1                 | 1                     | 0                 | 0           | 0.00%                   | 0.00%               | 0.00%               |
| #158             |            | 0    | 0         | 13          | 13                  | 0                 | 0                     | 0                   | 13        | 8                 | 3                     | 5                 | 5           | 62.50%                  | 38.46%              | 62.50%              |
| #159             |            | 230  | 0         | 0           | 230                 | 25                | 21                    | 0                   | 184       | 9                 | 5                     | 4                 | 175         | 85.37%                  | 95.11%              | 97.22%              |
| #160             |            | 424  | 0         | 0           | 424                 | 33                | 30                    | 8                   | 353       | 259               | 188                   | 71                | 94          | 29.84%                  | 26.63%              | 33.33%              |
| #161             |            | 55   | 0         | 0           | 55                  | 1                 | 1                     | 0                   | 53        | 5                 | 5                     | 0                 | 48          | 88.89%                  | 90.57%              | 90.57%              |
| #162             |            | 0    | 0         | 5           | 5                   | 0                 | 1                     | 0                   | 4         | 1                 | 1                     | 0                 | 3           | 75.00%                  | 75.00%              | 75.00%              |
| #163             |            | 38   | 0         | 0           | 38                  | 2                 | 1                     | 1                   | 34        | 4                 | 4                     | 0                 | 30          | 83.33%                  | 88.24%              | 88.24%              |
| #164             |            | 23   | 0         | 0           | 23                  | 3                 | 3                     | 0                   | 17        | 9                 | 8                     | 1                 | 8           | 42.11%                  | 47.06%              | 50.00%              |
| #165             |            | 1441 | 0         | 0           | 1441                | 165               | 109                   | 1                   | 1166      | 107               | 89                    | 18                | 1059        | 80.65%                  | 90.82%              | 92.25%              |
| #166             |            | 214  | 0         | 0           | 214                 | 41                | 23                    | 5                   | 145       | 50                | 40                    | 10                | 95          | 53.98%                  | 65.52%              | 70.37%              |
| #167             |            | 14   | 0         | 0           | 14                  | 2                 | 1                     | 0                   | 11        | 2                 | 0                     | 2                 | 9           | 81.82%                  | 81.82%              | 100.00%             |
| #168             |            | 111  | 0         | 0           | 111                 | 19                | 6                     | 4                   | 82        | 42                | 33                    | 9                 | 40          | 43.48%                  | 48.78%              | 54.79%              |
| #169             |            | 0    | 0         | 15          | 15                  | 0                 | 0                     | 0                   | 15        | 13                | 11                    | 2                 | 2           | 15.38%                  | 13.33%              | 15.38%              |
| #170             |            | 0    | 0         | 381         | 381                 | 20                | 162                   | 1                   | 198       | 31                | 16                    | 15                | 167         | 82.27%                  | 84.34%              | 91.26%              |
| #171             |            | 952  | 0         | 0           | 952                 | 39                | 61                    | 0                   | 852       | 45                | 40                    | 5                 | 807         | 91.08%                  | 94.72%              | 95.28%              |
| #172             |            | 780  | 0         | 0           | 780                 | 80                | 129                   | 1                   | 570       | 72                | 62                    | 10                | 498         | 77.81%                  | 87.37%              | 88.93%              |
| #173             |            | 75   | 0         | 0           | 75                  | 20                | 10                    | 2                   | 43        | 14                | 13                    | 1                 | 29          | 46.77%                  | 67.44%              | 69.05%              |
| #174             |            | 128  | 0         | 0           | 128                 | 16                | 15                    | 0                   | 97        | 13                | 11                    | 2                 | 84          | 75.68%                  | 86.60%              | 88.42%              |
| #175             |            | 7236 | 0         | 0           | 7236                | 220               | 572                   | 10                  | 6434      | 667               | 540                   | 127               | 5767        | 88.36%                  | 89.63%              | 91.44%              |
| #176             |            | 342  | 0         | 0           | 342                 | 20                | 27                    | 1                   | 294       | 47                | 44                    | 3                 | 247         | 79.42%                  | 84.01%              | 84.88%              |
| #177             |            | 1272 | 0         | 0           | 1272                | 84                | 76                    | 3                   | 1109      | 110               | 108                   | 2                 | 999         | 83.88%                  | 90.08%              | 90.24%              |
| #178             |            | 0    | 0         | 117         | 117                 | 6                 | 15                    | 0                   | 96        | 0                 | 0                     | 0                 | 96          | 94.12%                  | 100.00%             | 100.00%             |
| #179             |            | 213  | 0         | 0           | 213                 | 94                | 26                    | 0                   | 93        | 6                 | 5                     | 1                 | 87          | 46.77%                  | 93.55%              | 94.57%              |
| #180             |            | 45   | 0         | 0           | 45                  | 13                | 3                     | 0                   | 29        | 16                | 13                    | 3                 | 13          | 33.33%                  | 44.83%              | 50.00%              |
| #181             |            | 32   | 0         | 0           | 32                  | 1                 | 4                     | 0                   | 27        | 3                 | 3                     | 0                 | 24          | 85.71%                  | 88.89%              | 88.89%              |
| #182             |            | 203  | 0         | 0           | 203                 | 27                | 2                     | 1                   | 173       | 13                | 11                    | 2                 | 160         | 80.81%                  | 92.49%              | 93.57%              |
| #183             |            | 414  | 0         | 0           | 414                 | 98                | 61                    | 0                   | 255       | 31                | 17                    | 14                | 224         | 66.08%                  | 87.84%              | 92.95%              |
| #184             |            | 1    | 0         | 0           | 1                   | 0                 | 0                     | 0                   | 1         | 0                 | 0                     | 0                 | 1           | 100.00%                 | 100.00%             | 100.00%             |
| #185             |            | 147  | 0         | 0           | 147                 | 16                | 9                     | 0                   | 122       | 15                | 15                    | 0                 | 107         | 77.54%                  | 87.70%              | 87.70%              |
| #186             |            | 0    | 0         | 9999        | 9999                | 1190              | 1320                  | 96                  | 7393      | 5410              | 4070                  | 1340              | 1983        | 27.38%                  | 26.82%              | 32.76%              |
| #187             |            | 8434 | 0         | 0           | 8434                | 395               | 820                   | 38                  | 7181      | 787               | 589                   | 198               | 6394        | 86.66%                  | 89.04%              | 91.57%              |
| #188             |            | 2069 | 0         | 0           | 2069                | 218               | 105                   | 6                   | 1740      | 226               | 161                   | 65                | 1514        | 79.98%                  | 87.01%              | 90.39%              |
| #189             |            | 77   | 0         | 0           | 77                  | 2                 | 20                    | 2                   | 53        | 39                | 22                    | 17                | 14          | 36.84%                  | 26.42%              | 38.89%              |
| #190             |            | 4    | 0         | 0           | 4                   | 0                 | 0                     | 0                   | 4         | 4                 | 0                     | 4                 | 0           | 0.00%                   | 0.00%               | 0.00%               |

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#### **ORDERING**

## REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL) REPORT PERIOD: 06/01/2001 - 06/30/2001

| EGATE ORDER TYPES |            |      |          |             |                     |                            |                       |                                |           |                            |                       |                           |             |                         |                     |                                     |
|-------------------|------------|------|----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|-------------------------------------|
| Company Info      |            |      |          |             |                     |                            | OCESSING              |                                |           |                            |                       |                           |             |                         | FLOWT               | ROUGH                               |
|                   |            |      |          |             |                     |                            | ESOG                  |                                |           |                            |                       |                           |             |                         |                     |                                     |
|                   |            | Me   | chanized | Interface l | Jsed                | Manual                     | Rejects               |                                | Validated |                            | Errors                |                           |             |                         |                     |                                     |
| Name              | RESH / OCN | LENS | EDI      | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Erro<br>Excluded<br>Calculatio |
| #191              |            | 43   | 0        | 0           | 43                  | 2                          | 7                     | 0                              | 34        | 14                         | 7                     | 7                         | 20          | 68.97%                  | 58.82%              | 74.07%                              |
| #192              |            | 2403 | 0        | 0           | 2403                | 87                         | 250                   | 2                              | 2064      | 195                        | 124                   | 71                        | 1869        | 89.86%                  | 90.55%              | 93.78%                              |
| #193              |            | 1215 | 0        | 0           | 1215                | 78                         | 75                    | 1                              | 1061      | 67                         | 52                    | 15                        | 994         | 88.43%                  | 93.69%              | 95.03%                              |
| #194              |            | 96   | 0        | 0           | 96                  | 5                          | 16                    | 0                              | 75        | 4                          | 4                     | 0                         | 71          | 88.75%                  | 94.67%              | 94.67%                              |
| #195              |            | 1    | 0        | 0           | 1                   | 0                          | 0                     | 0                              | 1         | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                             |
| #196              |            | 120  | 0        | 0           | 120                 | 52                         | 9                     | 1                              | 58        | 18                         | 16                    | 2                         | 40          | 37.04%                  | 68.97%              | 71.43%                              |
| #197              |            | 10   | 0        | 0           | 10                  | 3                          | 1                     | 0                              | 6         | 3                          | 3                     | 0                         | 3           | 33.33%                  | 50.00%              | 50.00%                              |
| #198              |            | 2    | 0        | 0           | 2                   | 0                          | 2                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                               |
| #199              |            | 0    | 0        | 3           | 3                   | 0                          | 3                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                               |
| #200              |            | 65   | 0        | 0           | 65                  | 19                         | 15                    | 0                              | 31        | 12                         | 12                    | 0                         | 19          | 38.00%                  | 61.29%              | 61.29%                              |
| #201              |            | 1    | 0        | 0           | 1                   | 0                          | 0                     | 0                              | 1         | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                               |
| #202              |            | 2    | 0        | 0           | 2                   | 2                          | 0                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                               |
| #203              |            | 4    | 0        | 0           | 4                   | 0                          | 0                     | 0                              | 4         | 2                          | 2                     | 0                         | 2           | 50.00%                  | 50.00%              | 50.00%                              |
| #204              |            | 0    | 0        | 23          | 23                  | 7                          | 8                     | 0                              | 8         | 4                          | 2                     | 2                         | 4           | 30.77%                  | 50.00%              | 66.67%                              |
| #205              |            | 195  | 0        | 0           | 195                 | 30                         | 34                    | 1                              | 130       | 26                         | 23                    | 3                         | 104         | 66.24%                  | 80.00%              | 81.89%                              |
| #206              |            | 74   | 0        | 0           | 74                  | 6                          | 5                     | 0                              | 63        | 6                          | 5                     | 1                         | 57          | 83.82%                  | 90.48%              | 91.94%                              |
| #207              |            | 10   | 0        | 0           | 10                  | 0                          | 2                     | 3                              | 5         | 3                          | 3                     | 0                         | 2           | 40.00%                  | 40.00%              | 40.00%                              |
| #208              |            | 0    | 0        | 2           | 2                   | 0                          | 0                     | 0                              | 2         | 0                          | 0                     | 0                         | 2           | 100.00%                 | 100.00%             | 100.00%                             |
| #209              |            | 30   | 0        | 0           | 30                  | 0                          | 2                     | 0                              | 28        | 23                         | 12                    | 11                        | 5           | 29.41%                  | 17.86%              | 29.41%                              |
| #210              |            | 0    | 0        | 1           | 1                   | 1                          | 0                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                               |
| #211              |            | 4    | 0        | 0           | 4                   | 0                          | 0                     | 0                              | 4         | 1                          | 0                     | 1                         | 3           | 100.00%                 | 75.00%              | 100.00%                             |
| #212              |            | 333  | 0        | 0           | 333                 | 58                         | 34                    | 1                              | 240       | 115                        | 92                    | 23                        | 125         | 45.45%                  | 52.08%              | 57.60%                              |
| #213              |            | 22   | 0        | 0           | 22                  | 4                          | 9                     | 1                              | 8         | 7                          | 4                     | 3                         | 1           | 11.11%                  | 12.50%              | 20.00%                              |
| #214              |            | 0    | 0        | 2           | 2                   | 0                          | 1                     | 0                              | 1         | 1                          | 0                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                               |
| #215              |            | 5    | 0        | 0           | 5                   | 0                          | 0                     | 0                              | 5         | 3                          | 2                     | 1                         | 2           | 50.00%                  | 40.00%              | 50.00%                              |
| #216              |            | 1    | 0        | 0           | 1                   | 0                          | 0                     | 0                              | 1         | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                               |
| #217              |            | 135  | 0        | 0           | 135                 | 27                         | 16                    | 2                              | 90        | 52                         | 41                    | 11                        | 38          | 35.85%                  | 42.22%              | 48.10%                              |
| #218              |            | 47   | 0        | 0           | 47                  | 9                          | 4                     | 0                              | 34        | 30                         | 25                    | 5                         | 4           | 10.53%                  | 11.76%              | 13.79%                              |
| #219              |            | 96   | 0        | 0           | 96                  | 19                         | 5                     | 0                              | 72        | 10                         | 6                     | 4                         | 62          | 71.26%                  | 86.11%              | 91.18%                              |
| #220              |            | 7    | 0        | 0           | 7                   | 0                          | 1                     | 0                              | 6         | 0                          | 0                     | 0                         | 6           | 100.00%                 | 100.00%             | 100.00%                             |
| #221              |            | 4    | 0        | 0           | 4                   | 1                          | 0                     | 0                              | 3         | 0                          | 0                     | 0                         | 3           | 75.00%                  | 100.00%             | 100.009                             |
| #222              |            | 0    | 0        | 982         | 982                 | 58                         | 58                    | 15                             | 851       | 150                        | 97                    | 53                        | 701         | 81.89%                  | 82.37%              | 87.84%                              |
| #223              |            | 422  | 0        | 0           | 422                 | 19                         | 30                    | 0                              | 373       | 8                          | 7                     | 1                         | 365         | 93.35%                  | 97.86%              | 98.12%                              |
| #224              |            | 65   | 0        | 0           | 65                  | 2                          | 9                     | 3                              | 51        | 16                         | 12                    | 4                         | 35          | 71.43%                  | 68.63%              | 74.47%                              |
| #225              |            | 13   | 0        | 0           | 13                  | 0                          | 2                     | 0                              | 11        | 5                          | 3                     | 2                         | 6           | 66.67%                  | 54.55%              | 66.67%                              |
| #226              |            | 692  | 0        | 0           | 692                 | 21                         | 38                    | 3                              | 630       | 23                         | 20                    | 3                         | 607         | 93.67%                  | 96.35%              | 96.81%                              |
| #227              |            | 0    | 0        | 4028        | 4028                | 112                        | 68                    | 15                             | 3833      | 281                        | 225                   | 56                        | 3552        | 91.33%                  | 92.67%              | 94.04%                              |
| #228              |            | 8803 | 0        | 0           | 8803                | 639                        | 388                   | 5                              | 7771      | 297                        | 261                   | 36                        | 7474        | 89.25%                  | 96.18%              | 96.63%                              |

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| REGATE ORDER TYPE | :8         |       |           |             |                     |                            |                       |                                |           |                            |                       |                           |             |                         |                     |                                      |
|-------------------|------------|-------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|--------------------------------------|
| Company Info      |            |       |           |             |                     |                            | OCESSING              |                                |           |                            |                       |                           |             |                         | FLOWTH              | HROUGH                               |
|                   |            |       |           |             |                     |                            | ESOG                  |                                |           |                            |                       |                           |             |                         |                     | <u> </u>                             |
|                   |            | Me    | echanized | Interface I | Used                | Manual                     | Rejects               |                                | Validated |                            | Errors                |                           |             |                         |                     |                                      |
| Name              | RESH / OCN | LENS  | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Erro<br>Excluded<br>Calculation |
| #229              |            | 9     | 0         | 0           | 9                   | 2                          | 3                     | 1                              | 3         | 2                          | 2                     | 0                         | 1           | 20.00%                  | 33.33%              | 33.33%                               |
| #230              |            | 0     | 0         | 3341        | 3341                | 4                          | 454                   | 29                             | 2854      | 1234                       | 865                   | 369                       | 1620        | 65.09%                  | 56.76%              | 65.19%                               |
| #231              |            | 0     | 61        | 0           | 61                  | 26                         | 11                    | 0                              | 24        | 4                          | 4                     | 0                         | 20          | 40.00%                  | 83.33%              | 83.33%                               |
| #232              |            | 0     | 0         | 1           | 1                   | 1                          | 0                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #233              |            | 30    | 0         | 0           | 30                  | 14                         | 9                     | 0                              | 7         | 3                          | 2                     | 1                         | 4           | 20.00%                  | 57.14%              | 66.67%                               |
| #234              |            | 24    | 0         | 0           | 24                  | 13                         | 4                     | 1                              | 6         | 5                          | 5                     | 0                         | 1           | 5.26%                   | 16.67%              | 16.67%                               |
| #235              |            | 779   | 0         | 0           | 779                 | 84                         | 31                    | 7                              | 657       | 46                         | 37                    | 9                         | 611         | 83.47%                  | 93.00%              | 94.29%                               |
| #236              |            | 45    | 0         | 0           | 45                  | 6                          | 7                     | 0                              | 32        | 8                          | 8                     | 0                         | 24          | 63.16%                  | 75.00%              | 75.00%                               |
| #237              |            | 735   | 0         | 0           | 735                 | 53                         | 16                    | 1                              | 665       | 29                         | 27                    | 2                         | 636         | 88.83%                  | 95.64%              | 95.93%                               |
| #238              |            | 389   | 0         | 0           | 389                 | 49                         | 23                    | 1                              | 316       | 16                         | 10                    | 6                         | 300         | 83.57%                  | 94.94%              | 96.77%                               |
| #239              |            | 831   | 0         | 0           | 831                 | 54                         | 62                    | 0                              | 715       | 50                         | 40                    | 10                        | 665         | 87.62%                  | 93.01%              | 94.33%                               |
| #240              |            | 242   | 0         | 0           | 242                 | 21                         | 39                    | 9                              | 173       | 76                         | 53                    | 23                        | 97          | 56.73%                  | 56.07%              | 64.67%                               |
| #241              |            | 238   | 0         | 0           | 238                 | 8                          | 10                    | 1                              | 219       | 39                         | 28                    | 11                        | 180         | 83.33%                  | 82.19%              | 86.54%                               |
| #242              |            | 914   | 0         | 0           | 914                 | 82                         | 79                    | 8                              | 745       | 106                        | 95                    | 11                        | 639         | 78.31%                  | 85.77%              | 87.06%                               |
| #243              |            | 177   | 0         | 0           | 177                 | 18                         | 46                    | 2                              | 111       | 69                         | 53                    | 16                        | 42          | 37.17%                  | 37.84%              | 44.21%                               |
| #244              |            | 49    | 0         | 0           | 49                  | 0                          | 2                     | 2                              | 45        | 44                         | 28                    | 16                        | 1           | 3.45%                   | 2.22%               | 3.45%                                |
| #245              |            | 0     | 0         | 929         | 929                 | 5                          | 95                    | 1                              | 828       | 26                         | 23                    | 3                         | 802         | 96.63%                  | 96.86%              | 97.21%                               |
| #246              |            | 82    | 0         | 0           | 82                  | 1                          | 8                     | 1                              | 72        | 8                          | 6                     | 2                         | 64          | 90.14%                  | 88.89%              | 91.43%                               |
| #247              |            | 338   | 0         | 0           | 338                 | 36                         | 13                    | 1                              | 288       | 38                         | 26                    | 12                        | 250         | 80.13%                  | 86.81%              | 90.58%                               |
| #248              |            | 65    | 0         | 0           | 65                  | 12                         | 9                     | 0                              | 44        | 37                         | 26                    | 11                        | 7           | 15.56%                  | 15.91%              | 21.21%                               |
| #249              |            | 24305 | 0         | 0           | 24305               | 2147                       | 3409                  | 108                            | 18641     | 9350                       | 6910                  | 2440                      | 9291        | 50.64%                  | 49.84%              | 57.35%                               |
| #250              |            | 373   | 0         | 0           | 373                 | 29                         | 24                    | 0                              | 320       | 24                         | 21                    | 3                         | 296         | 85.55%                  | 92.50%              | 93.38%                               |
| #251              |            | 0     | 0         | 251         | 251                 | 13                         | 59                    | 1                              | 178       | 66                         | 51                    | 15                        | 112         | 63.64%                  | 62.92%              | 68.71%                               |
| #252              |            | 392   | 0         | 0           | 392                 | 52                         | 82                    | 1                              | 257       | 84                         | 71                    | 13                        | 173         | 58.45%                  | 67.32%              | 70.90%                               |
| #253              |            | 0     | 0         | 23          | 23                  | 2                          | 2                     | 0                              | 19        | 3                          | 2                     | 1                         | 16          | 80.00%                  | 84.21%              | 88.89%                               |
| #254              |            | 69    | 0         | 0           | 69                  | 11                         | 13                    | 0                              | 45        | 6                          | 6                     | 0                         | 39          | 69.64%                  | 86.67%              | 86.67%                               |
| #255              |            | 0     | 0         | 7           | 7                   | 1                          | 1                     | 0                              | 5         | 1                          | 1                     | 0                         | 4           | 66.67%                  | 80.00%              | 80.00%                               |
| #256              |            | 26    | 0         | 0           | 26                  | 5                          | 3                     | 0                              | 18        | 10                         | 7                     | 3                         | 8           | 40.00%                  | 44.44%              | 53.33%                               |
| #257              |            | 38    | 0         | 0           | 38                  | 2                          | 6                     | 0                              | 30        | 2                          | 2                     | 0                         | 28          | 87.50%                  | 93.33%              | 93.33%                               |
| #258              |            | 24    | 0         | 0           | 24                  | 1                          | 7                     | 2                              | 14        | 7                          | 6                     | 1                         | 7           | 50.00%                  | 50.00%              | 53.85%                               |
| #259              |            | 283   | 0         | 0           | 283                 | 20                         | 3                     | 0                              | 260       | 8                          | 7                     | 1                         | 252         | 90.32%                  | 96.92%              | 97.30%                               |
| #260              |            | 30    | 0         | 0           | 30                  | 2                          | 0                     | 0                              | 28        | 0                          | 0                     | 0                         | 28          | 93.33%                  | 100.00%             | 100.00%                              |
| #261              |            | 124   | 0         | 0           | 124                 | 26                         | 6                     | 3                              | 89        | 27                         | 22                    | 5                         | 62          | 56.36%                  | 69.66%              | 73.81%                               |
| #262              |            | 3070  | 0         | 0           | 3070                | 188                        | 358                   | 2                              | 2522      | 141                        | 123                   | 18                        | 2381        | 88.45%                  | 94.41%              | 95.09%                               |
| #263              |            | 0     | 520       | 0           | 520                 | 347                        | 56                    | 0                              | 117       | 85                         | 46                    | 39                        | 32          | 7.53%                   | 27.35%              | 41.03%                               |
| #264              |            | 1     | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1         | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                              |
| #265              |            | 12    | 0         | 0           | 12                  | 0                          | 6                     | 0                              | 6         | 5                          | 3                     | 2                         | 1           | 25.00%                  | 16.67%              | 25.00%                               |
| #266              |            | 0     | 0         | 14          | 14                  | 7                          | 3                     | 0                              | 4         | 1                          | 1                     | 0                         | 3           | 27.27%                  | 75.00%              | 75.00%                               |

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### **ORDERING**

## REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL) REPORT PERIOD: 06/01/2001 - 06/30/2001

| GREGATE ORDER TYPES |            |      |           |           |                     |                            |                       |                                |           |                            |                       |                           |             |                         |                     |                                      |
|---------------------|------------|------|-----------|-----------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|--------------------------------------|
| Company Info        |            |      |           |           |                     | LSR PF                     | OCESSING              |                                |           |                            |                       |                           |             |                         | FLOWT               | HROUGH                               |
|                     |            |      |           |           |                     | L                          | ESOG                  |                                |           |                            |                       |                           |             |                         |                     |                                      |
|                     |            | Me   | echanized | Interface | Used                | Manual                     | Rejects               |                                | Validated |                            | Errors                |                           |             |                         |                     |                                      |
| Name                | RESH / OCN | LENS | EDI       | TAG       | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Erro<br>Excluded<br>Calculation |
| #267                |            | 36   | 0         | 0         | 36                  | 8                          | 2                     | 1                              | 25        | 6                          | 4                     | 2                         | 19          | 61.29%                  | 76.00%              | 82.61%                               |
| #268                |            | 0    | 1458      | 0         | 1458                | 74                         | 103                   | 0                              | 1281      | 172                        | 144                   | 28                        | 1109        | 83.57%                  | 86.57%              | 88.51%                               |
| #269                |            | 2    | 0         | 0         | 2                   | 0                          | 0                     | 0                              | 2         | 2                          | 1                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #270                |            | 0    | 0         | 61        | 61                  | 30                         | 7                     | 0                              | 24        | 14                         | 11                    | 3                         | 10          | 19.61%                  | 41.67%              | 47.62%                               |
| #271                |            | 49   | 0         | 0         | 49                  | 5                          | 4                     | 0                              | 40        | 15                         | 13                    | 2                         | 25          | 58.14%                  | 62.50%              | 65.79%                               |
| #272                |            | 0    | 18760     | 0         | 18760               | 621                        | 2248                  | 7                              | 15884     | 4677                       | 2937                  | 1740                      | 11207       | 75.90%                  | 70.56%              | 79.24%                               |
| #273                |            | 10   | 0         | 0         | 10                  | 2                          | 4                     | 0                              | 4         | 3                          | 0                     | 3                         | 1           | 33.33%                  | 25.00%              | 100.00%                              |
| #274                |            | 6    | 0         | 0         | 6                   | 0                          | 3                     | 0                              | 3         | 1                          | 1                     | 0                         | 2           | 66.67%                  | 66.67%              | 66.67%                               |
| #275                |            | 2    | 0         | 0         | 2                   | 1                          | 1                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #276                |            | 1    | 0         | 0         | 1                   | 0                          | 0                     | 0                              | 1         | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                              |
| #277                |            | 3    | 0         | 0         | 3                   | 0                          | 0                     | 0                              | 3         | 1                          | 1                     | 0                         | 2           | 66.67%                  | 66.67%              | 66.67%                               |
| #278                |            | 1    | 0         | 0         | 1                   | 1                          | 0                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #279                |            | 4    | 0         | 0         | 4                   | 0                          | 0                     | 0                              | 4         | 0                          | 0                     | 0                         | 4           | 100.00%                 | 100.00%             | 100.00%                              |
| #280                |            | 0    | 399       | 0         | 399                 | 249                        | 121                   | 2                              | 27        | 27                         | 7                     | 20                        | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #281                |            | 1    | 0         | 0         | 1                   | 0                          | 1                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #282                |            | 17   | 0         | 0         | 17                  | 4                          | 0                     | 1                              | 12        | 5                          | 3                     | 2                         | 7           | 50.00%                  | 58.33%              | 70.00%                               |
| #283                |            | 0    | 607       | 0         | 607                 | 398                        | 91                    | 4                              | 114       | 44                         | 31                    | 13                        | 70          | 14.03%                  | 61.40%              | 69.31%                               |
| #284                |            | 26   | 0         | 0         | 26                  | 2                          | 3                     | 0                              | 21        | 14                         | 7                     | 7                         | 7           | 43.75%                  | 33.33%              | 50.00%                               |
| #285                |            | 65   | 0         | 0         | 65                  | 0                          | 5                     | 3                              | 57        | 21                         | 12                    | 9                         | 36          | 75.00%                  | 63.16%              | 75.00%                               |
| #286                |            | 0    | 14        | 0         | 14                  | 11                         | 0                     | 0                              | 3         | 3                          | 1                     | 2                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #287                |            | 0    | 0         | 4         | 4                   | 0                          | 0                     | 1                              | 3         | 0                          | 0                     | 0                         | 3           | 100.00%                 | 100.00%             | 100.00%                              |
| #288                |            | 108  | 0         | 0         | 108                 | 23                         | 8                     | 3                              | 74        | 17                         | 10                    | 7                         | 57          | 63.33%                  | 77.03%              | 85.07%                               |
| #289                |            | 0    | 6225      | 0         | 6225                | 158                        | 1222                  | 3                              | 4842      | 747                        | 564                   | 183                       | 4095        | 85.01%                  | 84.57%              | 87.89%                               |
| #290                |            | 204  | 0         | 0         | 204                 | 14                         | 10                    | 0                              | 180       | 11                         | 9                     | 2                         | 169         | 88.02%                  | 93.89%              | 94.94%                               |
| #291                |            | 52   | 0         | 0         | 52                  | 30                         | 5                     | 1                              | 16        | 6                          | 3                     | 3                         | 10          | 23.26%                  | 62.50%              | 76.92%                               |
| #292                |            | 0    | 9087      | 0         | 9087                | 224                        | 1807                  | 5                              | 7051      | 1573                       | 1289                  | 284                       | 5478        | 78.36%                  | 77.69%              | 80.95%                               |
| #293                |            | 346  | 0         | 0         | 346                 | 23                         | 27                    | 0                              | 296       | 16                         | 14                    | 2                         | 280         | 88.33%                  | 94.59%              | 95.24%                               |
| #294                |            | 0    | 0         | 13        | 13                  | 0                          | 4                     | 0                              | 9         | 2                          | 0                     | 2                         | 7           | 100.00%                 | 77.78%              | 100.00%                              |
| #295                |            | 0    | 0         | 267       | 267                 | 100                        | 53                    | 7                              | 107       | 46                         | 35                    | 11                        | 61          | 31.12%                  | 57.01%              | 63.54%                               |
| #296                |            | 792  | 0         | 0         | 792                 | 163                        | 105                   | 15                             | 509       | 208                        | 153                   | 55                        | 301         | 48.78%                  | 59.14%              | 66.30%                               |
| #297                |            | 1    | 0         | 0         | 1                   | 0                          | 0                     | 0                              | 1         | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #298                |            | 8    | 0         | 0         | 8                   | 5                          | 1                     | 0                              | 2         | 2                          | 2                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #299                |            | 2    | 0         | 0         | 2                   | 2                          | 0                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #300                |            | 2    | 0         | 0         | 2                   | 2                          | 0                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #301                |            | 482  | 0         | 0         | 482                 | 30                         | 32                    | 4                              | 416       | 63                         | 51                    | 12                        | 353         | 81.34%                  | 84.86%              | 87.38%                               |
| #302                |            | 184  | 0         | 0         | 184                 | 18                         | 13                    | 1                              | 152       | 34                         | 28                    | 6                         | 118         | 71.95%                  | 77.63%              | 80.82%                               |
| #303                |            | 848  | 0         | 0         | 848                 | 69                         | 84                    | 10                             | 685       | 377                        | 181                   | 196                       | 308         | 55.20%                  | 44.96%              | 62.99%                               |
| #304                |            | 7    | 0         | 0         | 7                   | 1                          | 0                     | 0                              | 6         | 4                          | 4                     | 0                         | 2           | 28.57%                  | 33.33%              | 33.33%                               |

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| REGATE ORDER TYPES |            |       |           |             |                     |                            |                       |                                |           |                            |                       |                           |             |                         |                     |                                      |
|--------------------|------------|-------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|--------------------------------------|
| Company Info       |            |       |           |             |                     |                            | OCESSING              |                                |           |                            |                       |                           |             |                         | FLOWTI              | HROUGH                               |
|                    |            |       |           |             |                     |                            | ESOG                  |                                |           |                            |                       |                           |             |                         |                     |                                      |
|                    |            | Me    | echanized | Interface l | Jsed                | Manual                     | Rejects               | 5 "                            | Validated |                            | Errors                | 01.50                     |             |                         |                     | 01 = 0 =                             |
| Name               | RESH / OCN | LENS  | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Erro<br>Excluded<br>Calculation |
| #305               |            | 0     | 9257      | 0           | 9257                | 164                        | 1781                  | 3                              | 7309      | 1844                       | 1227                  | 617                       | 5465        | 79.71%                  | 74.77%              | 81.66%                               |
| #306               |            | 25    | 0         | 0           | 25                  | 0                          | 5                     | 4                              | 16        | 14                         | 12                    | 2                         | 2           | 14.29%                  | 12.50%              | 14.29%                               |
| #307               |            | 2     | 0         | 0           | 2                   | 0                          | 0                     | 0                              | 2         | 0                          | 0                     | 0                         | 2           | 100.00%                 | 100.00%             | 100.00%                              |
| #308               |            | 279   | 0         | 0           | 279                 | 12                         | 38                    | 0                              | 229       | 25                         | 23                    | 2                         | 204         | 85.36%                  | 89.08%              | 89.87%                               |
| #309               |            | 35    | 0         | 0           | 35                  | 3                          | 7                     | 1                              | 24        | 14                         | 7                     | 7                         | 10          | 50.00%                  | 41.67%              | 58.82%                               |
| #310               |            | 0     | 0         | 25          | 25                  | 2                          | 4                     | 0                              | 19        | 5                          | 1                     | 4                         | 14          | 82.35%                  | 73.68%              | 93.33%                               |
| #311               |            | 35    | 0         | 0           | 35                  | 14                         | 0                     | 0                              | 21        | 15                         | 11                    | 4                         | 6           | 19.35%                  | 28.57%              | 35.29%                               |
| #312               |            | 0     | 0         | 36          | 36                  | 0                          | 5                     | 1                              | 30        | 11                         | 8                     | 3                         | 19          | 70.37%                  | 63.33%              | 70.37%                               |
| #313               |            | 26    | 0         | 0           | 26                  | 9                          | 2                     | 2                              | 13        | 8                          | 6                     | 2                         | 5           | 25.00%                  | 38.46%              | 45.45%                               |
| #314               |            | 491   | 0         | 0           | 491                 | 9                          | 27                    | 0                              | 455       | 27                         | 20                    | 7                         | 428         | 93.65%                  | 94.07%              | 95.54%                               |
| #315               |            | 36    | 0         | 0           | 36                  | 2                          | 4                     | 0                              | 30        | 4                          | 4                     | 0                         | 26          | 81.25%                  | 86.67%              | 86.67%                               |
| #316               |            | 5     | 0         | 0           | 5                   | 2                          | 1                     | 0                              | 2         | 0                          | 0                     | 0                         | 2           | 50.00%                  | 100.00%             | 100.00%                              |
| #317               |            | 0     | 0         | 8           | 8                   | 0                          | 1                     | 0                              | 7         | 4                          | 4                     | 0                         | 3           | 42.86%                  | 42.86%              | 42.86%                               |
| #318               |            | 18    | 0         | 0           | 18                  | 5                          | 3                     | 1                              | 9         | 4                          | 1                     | 3                         | 5           | 45.45%                  | 55.56%              | 83.33%                               |
| #319               |            | 10    | 0         | 0           | 10                  | 0                          | 0                     | 0                              | 10        | 2                          | 2                     | 0                         | 8           | 80.00%                  | 80.00%              | 80.00%                               |
| #320               |            | 916   | 0         | 0           | 916                 | 144                        | 174                   | 6                              | 592       | 315                        | 227                   | 88                        | 277         | 42.75%                  | 46.79%              | 54.96%                               |
| #321               |            | 2     | 0         | 0           | 2                   | 0                          | 1                     | 0                              | 1         | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #322               |            | 11    | 0         | 0           | 11                  | 0                          | 1                     | 0                              | 10        | 0                          | 0                     | 0                         | 10          | 100.00%                 | 100.00%             | 100.00%                              |
| #323               |            | 0     | 0         | 1           | 1                   | 0                          | 1                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #324               |            | 3386  | 0         | 0           | 3386                | 291                        | 224                   | 8                              | 2863      | 360                        | 319                   | 41                        | 2503        | 80.40%                  | 87.43%              | 88.70%                               |
| #325               |            | 0     | 0         | 3412        | 3412                | 365                        | 321                   | 55                             | 2671      | 494                        | 345                   | 149                       | 2177        | 75.41%                  | 81.51%              | 86.32%                               |
| #326               |            | 15101 | 0         | 0           | 15101               | 346                        | 979                   | 10                             | 13766     | 292                        | 231                   | 61                        | 13474       | 95.89%                  | 97.88%              | 98.31%                               |
| #327               |            | 0     | 56        | 0           | 56                  | 2                          | 4                     | 0                              | 50        | 11                         | 6                     | 5                         | 39          | 82.98%                  | 78.00%              | 86.67%                               |
| #328               |            | 170   | 0         | 0           | 170                 | 2                          | 6                     | 0                              | 162       | 5                          | 4                     | 1                         | 157         | 96.32%                  | 96.91%              | 97.52%                               |
| #329               |            | 494   | 0         | 0           | 494                 | 4                          | 73                    | 2                              | 415       | 20                         | 17                    | 3                         | 395         | 94.95%                  | 95.18%              | 95.87%                               |
| #330               |            | 0     | 0         | 3           | 3                   | 0                          | 2                     | 0                              | 1         | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                              |
| #331               |            | 190   | 0         | 0           | 190                 | 31                         | 23                    | 1                              | 135       | 31                         | 25                    | 6                         | 104         | 65.00%                  | 77.04%              | 80.62%                               |
| #332               |            | 0     | 2192      | 0           | 2192                | 1076                       | 260                   | 11                             | 845       | 235                        | 129                   | 106                       | 610         | 33.61%                  | 72.19%              | 82.54%                               |
| #333               |            | 221   | 0         | 0           | 221                 | 75                         | 20                    | 1                              | 125       | 53                         | 44                    | 9                         | 72          | 37.70%                  | 57.60%              | 62.07%                               |
| #334               |            | 0     | 0         | 33          | 33                  | 10                         | 10                    | 0                              | 13        | 2                          | 2                     | 0                         | 11          | 47.83%                  | 84.62%              | 84.62%                               |
| #335               |            | 59    | 0         | 0           | 59                  | 17                         | 12                    | 1                              | 29        | 13                         | 8                     | 5                         | 16          | 39.02%                  | 55.17%              | 66.67%                               |
| #336               |            | 0     | 0         | 9555        | 9555                | 122                        | 701                   | 16                             | 8716      | 400                        | 343                   | 57                        | 8316        | 94.70%                  | 95.41%              | 96.04%                               |
| #337               |            | 3146  | 0         | 0           | 3146                | 253                        | 211                   | 19                             | 2663      | 416                        | 339                   | 77                        | 2247        | 79.15%                  | 84.38%              | 86.89%                               |
| #338               |            | 706   | 0         | 0           | 706                 | 64                         | 63                    | 13                             | 566       | 157                        | 134                   | 23                        | 409         | 67.38%                  | 72.26%              | 75.32%                               |
| #339               |            | 135   | 0         | 0           | 135                 | 19                         | 7                     | 2                              | 107       | 42                         | 31                    | 11                        | 65          | 56.52%                  | 60.75%              | 67.71%                               |
| #340               |            | 0     | 417       | 0           | 417                 | 210                        | 74                    | 6                              | 127       | 80                         | 58                    | 22                        | 47          | 14.92%                  | 37.01%              | 44.76%                               |
| #340               |            | 615   | 0         | 0           | 615                 | 88                         | 38                    | 5                              | 484       | 131                        | 110                   | 21                        | 353         | 64.07%                  | 72.93%              | 76.24%                               |
| #341               |            | 1061  | 0         | 0           | 1061                | 221                        | 165                   | 14                             | 661       | 306                        | 242                   | 64                        | 355         | 43.40%                  | 53.71%              | 59.46%                               |

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| REGATE ORDER TYPES |            |      |          |             |                     |                            |                       |                                |           |                            |                       |                           |             |                         |                     |                                      |
|--------------------|------------|------|----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|--------------------------------------|
| Company Info       |            |      |          |             |                     | LSR PF                     | OCESSING              |                                |           |                            |                       |                           |             |                         | FLOWTI              | HROUGH                               |
|                    |            |      |          |             |                     | L                          | ESOG                  |                                |           |                            |                       |                           |             |                         |                     |                                      |
|                    |            | Me   | chanized | Interface I | Used                | Manual                     | Rejects               |                                | Validated |                            | Errors                |                           |             |                         |                     |                                      |
| Name               | RESH / OCN | LENS | EDI      | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Erro<br>Excluded<br>Calculation |
| #343               |            | 45   | 0        | 0           | 45                  | 25                         | 3                     | 0                              | 17        | 14                         | 11                    | 3                         | 3           | 7.69%                   | 17.65%              | 21.43%                               |
| #344               |            | 1038 | 0        | 0           | 1038                | 136                        | 39                    | 1                              | 862       | 57                         | 39                    | 18                        | 805         | 82.14%                  | 93.39%              | 95.38%                               |
| #345               |            | 345  | 0        | 0           | 345                 | 5                          | 28                    | 0                              | 312       | 17                         | 12                    | 5                         | 295         | 94.55%                  | 94.55%              | 96.09%                               |
| #346               |            | 0    | 0        | 1370        | 1370                | 11                         | 122                   | 1                              | 1236      | 50                         | 46                    | 4                         | 1186        | 95.41%                  | 95.95%              | 96.27%                               |
| #347               |            | 105  | 0        | 0           | 105                 | 4                          | 2                     | 0                              | 99        | 6                          | 6                     | 0                         | 93          | 90.29%                  | 93.94%              | 93.94%                               |
| #348               |            | 374  | 0        | 0           | 374                 | 45                         | 44                    | 5                              | 280       | 92                         | 75                    | 17                        | 188         | 61.04%                  | 67.14%              | 71.48%                               |
| #349               |            | 41   | 0        | 0           | 41                  | 4                          | 5                     | 0                              | 32        | 12                         | 12                    | 0                         | 20          | 55.56%                  | 62.50%              | 62.50%                               |
| #350               |            | 15   | 0        | 0           | 15                  | 6                          | 1                     | 0                              | 8         | 5                          | 4                     | 1                         | 3           | 23.08%                  | 37.50%              | 42.86%                               |
| #351               |            | 129  | 0        | 0           | 129                 | 5                          | 14                    | 1                              | 109       | 11                         | 10                    | 1                         | 98          | 86.73%                  | 89.91%              | 90.74%                               |
| #352               |            | 1007 | 0        | 0           | 1007                | 73                         | 57                    | 1                              | 876       | 97                         | 85                    | 12                        | 779         | 83.14%                  | 88.93%              | 90.16%                               |
| #353               |            | 13   | 0        | 0           | 13                  | 0                          | 1                     | 0                              | 12        | 1                          | 1                     | 0                         | 11          | 91.67%                  | 91.67%              | 91.67%                               |
| #354               |            | 0    | 0        | 1527        | 1527                | 104                        | 99                    | 5                              | 1319      | 211                        | 178                   | 33                        | 1108        | 79.71%                  | 84.00%              | 86.16%                               |
| #355               |            | 83   | 0        | 0           | 83                  | 4                          | 5                     | 0                              | 74        | 4                          | 4                     | 0                         | 70          | 89.74%                  | 94.59%              | 94.59%                               |
| #356               |            | 0    | 2447     | 0           | 2447                | 239                        | 195                   | 1                              | 2012      | 827                        | 678                   | 149                       | 1185        | 56.37%                  | 58.90%              | 63.61%                               |
| #357               |            | 3176 | 0        | 0           | 3176                | 284                        | 173                   | 17                             | 2702      | 737                        | 624                   | 113                       | 1965        | 68.40%                  | 72.72%              | 75.90%                               |
| #358               |            | 24   | 0        | 0           | 24                  | 2                          | 9                     | 3                              | 10        | 8                          | 5                     | 3                         | 2           | 22.22%                  | 20.00%              | 28.57%                               |
| #359               |            | 0    | 0        | 1787        | 1787                | 17                         | 330                   | 4                              | 1436      | 32                         | 30                    | 2                         | 1404        | 96.76%                  | 97.77%              | 97.91%                               |
| #360               |            | 49   | 0        | 0           | 49                  | 1                          | 5                     | 0                              | 43        | 6                          | 6                     | 0                         | 37          | 84.09%                  | 86.05%              | 86.05%                               |
| #361               |            | 4    | 0        | 0           | 4                   | 0                          | 0                     | 0                              | 4         | 3                          | 3                     | 0                         | 1           | 25.00%                  | 25.00%              | 25.00%                               |
| #362               |            | 579  | 0        | 0           | 579                 | 23                         | 38                    | 1                              | 517       | 39                         | 30                    | 9                         | 478         | 90.02%                  | 92.46%              | 94.09%                               |
| #363               |            | 100  | 0        | 0           | 100                 | 22                         | 11                    | 0                              | 67        | 29                         | 25                    | 4                         | 38          | 44.71%                  | 56.72%              | 60.32%                               |
| #364               |            | 0    | 169      | 0           | 169                 | 115                        | 11                    | 3                              | 40        | 21                         | 18                    | 3                         | 19          | 12.50%                  | 47.50%              | 51.35%                               |
| #365               |            | 1    | 0        | 0           | 1                   | 1                          | 0                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #366               |            | 0    | 0        | 13          | 13                  | 6                          | 0                     | 0                              | 7         | 1                          | 1                     | 0                         | 6           | 46.15%                  | 85.71%              | 85.71%                               |
| #367               |            | 12   | 0        | 0           | 12                  | 0                          | 2                     | 2                              | 8         | 4                          | 2                     | 2                         | 4           | 66.67%                  | 50.00%              | 66.67%                               |
| #368               |            | 0    | 0        | 485         | 485                 | 7                          | 76                    | 0                              | 402       | 7                          | 6                     | 1                         | 395         | 96.81%                  | 98.26%              | 98.50%                               |
| #369               |            | 21   | 0        | 0           | 21                  | 2                          | 1                     | 0                              | 18        | 4                          | 4                     | 0                         | 14          | 70.00%                  | 77.78%              | 77.78%                               |
| #370               |            | 67   | 0        | 0           | 67                  | 6                          | 10                    | 3                              | 48        | 12                         | 8                     | 4                         | 36          | 72.00%                  | 75.00%              | 81.82%                               |
| #371               |            | 2418 | 0        | 0           | 2418                | 486                        | 266                   | 9                              | 1657      | 689                        | 566                   | 123                       | 968         | 47.92%                  | 58.42%              | 63.10%                               |
| #372               |            | 463  | 0        | 0           | 463                 | 55                         | 24                    | 1                              | 383       | 61                         | 56                    | 5                         | 322         | 74.36%                  | 84.07%              | 85.19%                               |
| #373               |            | 53   | 0        | 0           | 53                  | 3                          | 2                     | 0                              | 48        | 9                          | 9                     | 0                         | 39          | 76.47%                  | 81.25%              | 81.25%                               |
| #374               |            | 136  | 0        | 0           | 136                 | 2                          | 24                    | 4                              | 106       | 39                         | 12                    | 27                        | 67          | 82.72%                  | 63.21%              | 84.81%                               |
| #375               |            | 323  | 0        | 0           | 323                 | 12                         | 24                    | 1                              | 302       | 48                         | 47                    | 1                         | 254         | 81.15%                  | 84.11%              | 84.39%                               |
| #376               |            | 46   | 0        | 0           | 46                  | 7                          | 0                     | 0                              | 39        | 8                          | 7                     | 1                         | 31          | 68.89%                  | 79.49%              | 81.58%                               |
| #377               |            | 0    | 0        | 58          | 58                  | 2                          | 8                     | 0                              | 48        | 3                          | 3                     | 0                         | 45          | 90.00%                  | 93.75%              | 93.75%                               |
| #378               |            | 101  | 0        | 0           | 101                 | 12                         | 3                     | 0                              | 86        | 7                          | 4                     | 3                         | 79          | 83.16%                  | 91.86%              | 95.18%                               |
| #379               |            | 0    | 4162     | 0           | 4162                | 135                        | 804                   | 2                              | 3221      | 527                        | 385                   | 142                       | 2694        | 83.82%                  | 83.64%              | 87.50%                               |
| #380               |            | 170  | 0        | 0           | 170                 | 8                          | 5                     | 0                              | 157       | 28                         | 27                    | 1                         | 129         | 78.66%                  | 82.17%              | 82.69%                               |

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| Company Info |             |             |           |             |                     | I SR PR                    | OCESSING              |                                |             |                            |                       |                           |             |                         | FLOWT               | HROUGH                               |
|--------------|-------------|-------------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-------------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|--------------------------------------|
| Company inio |             |             |           |             |                     |                            | ESOG                  |                                |             |                            |                       |                           |             |                         | 1 201111            | I                                    |
|              |             | Me          | echanized | Interface I | lsad                | Manual                     | Rejects               |                                | Validated   |                            | Errors                |                           |             |                         |                     |                                      |
| Name         | RESH / OCN  |             | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's       | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Erro<br>Excluded<br>Calculation |
|              | KEOII / OOK | _           |           |             |                     |                            |                       | , ,                            |             |                            |                       |                           |             | •                       |                     |                                      |
| #381         |             | 0           | 0         | 186         | 186                 | 62                         | 49                    | 6                              | 69          | 49                         | 41                    | 8                         | 20          | 16.26%                  | 28.99%              | 32.79%                               |
| #382         |             | 9347        | 0         | 0           | 9347                | 1167                       | 641                   | 106                            | 7433        | 1874                       | 1653                  | 221                       | 5559        | 66.34%                  | 74.79%              | 77.08%                               |
| #383         |             | 0<br>26     | 272       | 0           | 272<br>26           | 165                        | 54<br>7               | 0                              | 53<br>15    | 19                         | 15<br>4               | 4                         | 34          | 15.89%                  | 64.15%              | 69.39%                               |
| #384         |             |             | 0         | 0           |                     | 4                          | •                     | 9                              | _           | 5                          |                       | 1                         | 10          | 55.56%                  | 66.67%              | 71.43%                               |
| #385         |             | 786         | 0         | 0           | 786                 | 146<br>4                   | 83<br>7               | -                              | 548         | 194                        | 164                   | 30                        | 354         | 53.31%                  | 64.60%              | 68.34%                               |
| #386         |             | 95<br>71    | 0         | 0           | 95<br>71            | 6                          | 12                    | 0 2                            | 84<br>51    | 1 22                       |                       | 0<br>4                    | 83          | 94.32%                  | 98.81%              | 98.81%                               |
| #387         |             |             | -         |             |                     |                            |                       |                                |             |                            | 18                    |                           | 29          | 54.72%                  | 56.86%              | 61.70%                               |
| #388         |             | 0           | 94        | 0           | 94                  | 56<br>1                    | 3                     | 1                              | 34<br>7     | 13                         | 12                    | 1                         | 21          | 23.60%                  | 61.76%              | 63.64%                               |
| #389         |             | 10          | 0         | 0           | 10                  |                            | 2                     | 0                              | ·           | 1                          | 0                     | 1                         | 6           | 85.71%                  | 85.71%              | 100.00%                              |
| #390         |             | 43          | 0         | 0           | 43                  | 6                          | 5                     | 1                              | 31          | 9                          | 7                     | 2                         | 22          | 62.86%                  | 70.97%              | 75.86%                               |
| #391         |             | 448         | -         | 0           | 448                 | 29                         | 15                    | 1                              | 403         | 39                         | 33                    | 6                         | 364         | 85.45%                  | 90.32%              | 91.69%                               |
| #392         |             | 3028        | 0         | 0           | 3028                | 440                        | 230                   | 7                              | 2351        | 375                        | 292                   | 83                        | 1976        | 72.97%                  | 84.05%              | 87.13%                               |
| #393         |             | 1           | 0         | 0           | 1                   | 0                          | 1                     | 0                              | 0           | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #394         |             | 40          | 0         | 0           | 40                  | 5                          | 11                    | 0                              | 24          | 9                          | 8                     | 1                         | 15          | 53.57%                  | 62.50%              | 65.22%                               |
| #395<br>#396 |             | 94<br>27110 | 0         | 0           | 94<br>27110         | 2<br>3174                  | 8<br>2479             | 63                             | 84<br>21394 | 28<br>2255                 | 23<br>1922            | 5<br>333                  | 56          | 69.14%<br>78.97%        | 66.67%              | 70.89%<br>90.87%                     |
|              |             |             | 0         | 0           | -                   | 2                          | 0                     | 0                              |             | 4                          | 3                     |                           | 19139<br>7  |                         | 89.46%              |                                      |
| #397         |             | 13          |           |             | 13                  |                            |                       |                                | 11          |                            |                       | 7                         |             | 58.33%                  | 63.64%              | 70.00%                               |
| #398         |             | 82          | 0         | 0           | 82                  | 31                         | 10                    | 0                              | 41          | 26                         | 19                    |                           | 15          | 23.08%                  | 36.59%              | 44.12%                               |
| #399         |             | 549         | 0         | 0           | 549                 | 48                         | 62                    | 4                              | 435         | 51                         | 41                    | 10                        | 384         | 81.18%                  | 88.28%              | 90.35%                               |
| #400         |             | 387         | 0         | 0           | 387                 | 34                         | 22                    | 2                              | 329         | 71                         | 45                    | 26                        | 258         | 76.56%                  | 78.42%              | 85.15%                               |
| #401         |             | 160         | 0         | 0           | 160                 | 15                         | 14                    | 0                              | 131         | 2                          | 2                     | 0                         | 129         | 88.36%                  | 98.47%              | 98.47%                               |
| #402         |             | 168         | 0         | 0           | 168                 | 39                         | 10                    | 2                              | 117         | 47                         | 36                    | 11                        | 70          | 48.28%                  | 59.83%              | 66.04%                               |
| #403         |             | 60          | 0         | 0           | 60                  | 0                          | 3                     | 0                              | 57          | 1                          | 1                     | 0                         | 56          | 98.25%                  | 98.25%              | 98.25%                               |
| #404         |             | 272         | 0         | 0           | 272                 | 6                          | 26                    | 0                              | 240         | 15                         | 12                    | 3                         | 225         | 92.59%                  | 93.75%              | 94.94%                               |
| #405         |             | 122         | 0         | 0           | 122                 | 3                          | 7                     | 0                              | 112         | 6                          | 5                     | 1                         | 106         | 92.98%                  | 94.64%              | 95.50%                               |
| #406         |             | 167         | 0         | 0           | 167                 | 9                          | 11                    | 3                              | 144         | 27                         | 26                    | 1                         | 117         | 76.97%                  | 81.25%              | 81.82%                               |
| #407         |             | 89          | 0         | 0           | 89                  | 4                          | 11                    | 0                              | 74          | 5                          | 4                     | 1                         | 69          | 89.61%                  | 93.24%              | 94.52%                               |
| #408         |             | 0           | 2         | 0           | 2                   | 74                         | 0                     | 0                              | 2           | 2                          | 1                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #409         |             | 523<br>0    | 0         | 0           | 523                 |                            | 59                    | 20                             | 370         | 159                        | 126<br>147            | 33<br>47                  | 211         | 51.34%                  | 57.03%              | 62.61%                               |
| #410         |             |             | 560       |             | 560                 | 43                         | 61                    | 2                              | 454         | 194                        |                       |                           | 260         | 57.78%                  | 57.27%              | 63.88%                               |
| #411         |             | 664         | 0         | 0           | 664                 | 107                        | 110                   | 8                              | 439         | 147                        | 126                   | 21                        | 292         | 55.62%                  | 66.51%              | 69.86%                               |
| #412         |             | 0           | 2         | 0           | 2                   | 0                          | 2                     | 0                              | 0           | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                |
| #413         |             | 2229        | 0         | 0           | 2229                | 93                         | 177                   | 6                              | 1953        | 176                        | 159                   | 17                        | 1777        | 87.58%                  | 90.99%              | 91.79%                               |
| #414         |             | 400         | 0         | 0           | 400                 | 46                         | 17                    |                                | 336         | 33                         | 25                    | 8                         | 303         | 81.02%                  | 90.18%              | 92.38%                               |
| #415         |             | 18          | 0         | 0           | 18                  | 1                          | 8                     | 1                              | 8           | 3                          | 3                     | 0                         | 5           | 55.56%                  | 62.50%              | 62.50%                               |
| #416         |             | 701         | 0         | 0           | 701                 | 38                         | 42                    | 1                              | 620         | 32                         | 23                    | 9                         | 588         | 90.60%                  | 94.84%              | 96.24%                               |
| #417         |             | 1036<br>0   | 0         | 0           | 1036<br>137         | 111<br>33                  | 134<br>41             | 8 2                            | 783<br>61   | 203<br>17                  | 181                   | 6                         | 580         | 66.51%                  | 74.07%              | 76.22%                               |

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| AGGREGATE ORDER TYPES |            |        |           |             |                     |                            |                       |                                |           |                            |                       |                           |             |                         |                     |                                       |
|-----------------------|------------|--------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|---------------------------------------|
| Company Info          |            |        |           |             |                     | LSR PR                     | OCESSING              |                                |           |                            |                       |                           |             |                         | FLOWTH              | HROUGH                                |
|                       |            |        |           |             |                     | LI                         | ESOG                  |                                |           |                            |                       |                           |             |                         |                     |                                       |
|                       |            | Me     | echanized | Interface L | Jsed                | Manual                     | Rejects               |                                | Validated |                            | Errors                |                           |             |                         |                     |                                       |
| Name                  | RESH / OCN | LENS   | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Error<br>Excluded<br>Calculation |
| #419                  |            | 0      | 0         | 21          | 21                  | 9                          | 8                     | 0                              | 4         | 0                          | 0                     | 0                         | 4           | 30.77%                  | 100.00%             | 100.00%                               |
| #420                  |            | 42     | 0         | 0           | 42                  | 4                          | 9                     | 0                              | 29        | 5                          | 5                     | 0                         | 24          | 72.73%                  | 82.76%              | 82.76%                                |
| #421                  |            | 123    | 0         | 0           | 123                 | 20                         | 12                    | 2                              | 89        | 29                         | 29                    | 0                         | 60          | 55.05%                  | 67.42%              | 67.42%                                |
| #422                  |            | 0      | 152       | 0           | 152                 | 35                         | 20                    | 3                              | 94        | 60                         | 51                    | 9                         | 34          | 28.33%                  | 36.17%              | 40.00%                                |
| #423                  |            | 1385   | 0         | 0           | 1385                | 216                        | 166                   | 35                             | 968       | 534                        | 453                   | 81                        | 434         | 39.35%                  | 44.83%              | 48.93%                                |
| #424                  |            | 0      | 8         | 0           | 8                   | 0                          | 1                     | 0                              | 7         | 2                          | 2                     | 0                         | 5           | 71.43%                  | 71.43%              | 71.43%                                |
| #425                  |            | 2075   | 0         | 0           | 2075                | 216                        | 218                   | 25                             | 1616      | 852                        | 701                   | 151                       | 764         | 45.45%                  | 47.28%              | 52.15%                                |
| #426                  |            | 367    | 0         | 0           | 367                 | 15                         | 26                    | 0                              | 326       | 31                         | 28                    | 3                         | 295         | 87.28%                  | 90.49%              | 91.33%                                |
| #427                  |            | 85     | 0         | 0           | 85                  | 13                         | 12                    | 2                              | 58        | 26                         | 24                    | 2                         | 32          | 46.38%                  | 55.17%              | 57.14%                                |
| #428                  |            | 3281   | 0         | 0           | 3281                | 268                        | 254                   | 9                              | 2750      | 221                        | 161                   | 60                        | 2529        | 85.50%                  | 91.96%              | 94.01%                                |
| #429                  |            | 226    | 0         | 0           | 226                 | 147                        | 22                    | 7                              | 50        | 29                         | 21                    | 8                         | 21          | 11.11%                  | 42.00%              | 50.00%                                |
| #430                  |            | 207    | 0         | 0           | 207                 | 3                          | 1                     | 4                              | 199       | 39                         | 36                    | 3                         | 160         | 80.40%                  | 80.40%              | 81.63%                                |
| #431                  |            | 0      | 0         | 1           | 1                   | 0                          | 1                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #432                  |            | 7      | 0         | 0           | 7                   | 1                          | 0                     | 0                              | 6         | 1                          | 0                     | 1                         | 5           | 83.33%                  | 83.33%              | 100.00%                               |
| #433                  |            | 1397   | 0         | 0           | 1397                | 123                        | 91                    | 8                              | 1175      | 113                        | 82                    | 31                        | 1062        | 83.82%                  | 90.38%              | 92.83%                                |
| #434                  |            | 48     | 0         | 0           | 48                  | 1                          | 6                     | 0                              | 41        | 13                         | 10                    | 3                         | 28          | 71.79%                  | 68.29%              | 73.68%                                |
| #435                  |            | 13     | 0         | 0           | 13                  | 7                          | 0                     | 0                              | 6         | 6                          | 4                     | 2                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #436                  |            | 7      | 0         | 0           | 7                   | 1                          | 0                     | 0                              | 6         | 1                          | 1                     | 0                         | 5           | 71.43%                  | 83.33%              | 83.33%                                |
| #437                  |            | 1221   | 0         | 0           | 1221                | 132                        | 48                    | 7                              | 1034      | 214                        | 192                   | 22                        | 820         | 71.68%                  | 79.30%              | 81.03%                                |
| #438                  |            | 608    | 0         | 0           | 608                 | 132                        | 114                   | 15                             | 347       | 199                        | 152                   | 47                        | 148         | 34.26%                  | 42.65%              | 49.33%                                |
| LENS Subtotal         |            | 215175 | 0         | 0           | 215175              | 20006                      | 19143                 | 1058                           | 174984    | 32615                      | 25549                 | 7066                      | 142369      | 75.77%                  | 81.36%              | 84.78%                                |
| EDI Subtotal          |            | 0      | 61313     | 0           | 61313               | 4641                       | 9731                  | 68                             | 46873     | 13944                      | 8118                  | 5826                      | 32929       | 72.07%                  | 70.25%              | 80.22%                                |
| TAG Subtotal          |            | 0      | 0         | 47859       | 47859               | 3558                       | 5284                  | 387                            | 38630     | 10956                      | 8364                  | 2592                      | 27674       | 69.89%                  | 71.64%              | 76.79%                                |
| TOTAL INTERFACES      |            | 215175 | 61313     | 47859       | 324347              | 28205                      | 34158                 | 1513                           | 260487    | 57515                      | 42031                 | 15484                     | 202972      | 74.30%                  | 77.92%              | 82.84%                                |

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| AGGREGATE ORDER TYPES |            |      |           |             |                     |                            |                       |                                |       |                            |                       |                           |             |                         |                     |                                       |
|-----------------------|------------|------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|---------------------------------------|
| Company Info          |            |      |           |             |                     | LSR PR                     | OCESSING              |                                |       |                            |                       |                           |             | F                       | LOWTHROUG           | H                                     |
| Company mic           |            |      |           |             |                     |                            | ESOG                  |                                |       |                            |                       |                           |             | -                       |                     |                                       |
|                       |            | Me   | echanized | Interface I | Used                | Manual                     | Rejects               | Valid                          | ated  |                            | Errors                |                           |             |                         |                     |                                       |
| Name                  | RESH / OCN | LENS | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Error<br>Excluded<br>Calculation |
| #1                    |            | 0    | 8         | 0           | 8                   | 1                          | 0                     | 0                              | 7     | 0                          | 0                     | 0                         | 7           | 87.50%                  | 100.00%             | 100.00%                               |
| #2                    |            | 8    | 0         | 0           | 8                   | 2                          | 4                     | 0                              | 2     | 1                          | 1                     | 0                         | 1           | 25.00%                  | 50.00%              | 50.00%                                |
| #3                    |            | 0    | 34        | 0           | 34                  | 1                          | 4                     | 0                              | 29    | 12                         | 0                     | 12                        | 17          | 94.44%                  | 58.62%              | 100.00%                               |
| #4                    |            | 0    | 4         | 0           | 4                   | 1                          | 0                     | 0                              | 3     | 2                          | 1                     | 1                         | 1           | 33.33%                  | 33.33%              | 50.00%                                |
| #5                    |            | 914  | 0         | 0           | 914                 | 99                         | 112                   | 0                              | 703   | 46                         | 36                    | 10                        | 657         | 82.95%                  | 93.46%              | 94.81%                                |
| #6                    |            | 164  | 0         | 0           | 164                 | 22                         | 8                     | 2                              | 132   | 66                         | 57                    | 9                         | 66          | 45.52%                  | 50.00%              | 53.66%                                |
| #7                    |            | 458  | 0         | 0           | 458                 | 54                         | 66                    | 2                              | 336   | 55                         | 47                    | 8                         | 281         | 73.56%                  | 83.63%              | 85.67%                                |
| #8                    |            | 2    | 0         | 0           | 2                   | 2                          | 0                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #9                    |            | 29   | 0         | 0           | 29                  | 2                          | 7                     | 0                              | 20    | 14                         | 11                    | 3                         | 6           | 31.58%                  | 30.00%              | 35.29%                                |
| #10                   |            | 358  | 0         | 0           | 358                 | 17                         | 28                    | 1                              | 312   | 27                         | 24                    | 3                         | 285         | 87.42%                  | 91.35%              | 92.23%                                |
| #11                   |            | 267  | 0         | 0           | 267                 | 33                         | 26                    | 3                              | 205   | 64                         | 59                    | 5                         | 141         | 60.52%                  | 68.78%              | 70.50%                                |
| #12                   |            | 1382 | 0         | 0           | 1382                | 124                        | 49                    | 5                              | 1204  | 88                         | 72                    | 16                        | 1116        | 85.06%                  | 92.69%              | 93.94%                                |
| #13                   |            | 0    | 0         | 4           | 4                   | 0                          | 2                     | 0                              | 2     | 2                          | 2                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #14                   |            | 196  | 0         | 0           | 196                 | 27                         | 15                    | 2                              | 152   | 19                         | 15                    | 4                         | 133         | 76.00%                  | 87.50%              | 89.86%                                |
| #15                   |            | 17   | 0         | 0           | 17                  | 2                          | 3                     | 1                              | 11    | 2                          | 2                     | 0                         | 9           | 69.23%                  | 81.82%              | 81.82%                                |
| #16                   |            | 54   | 0         | 0           | 54                  | 12                         | 4                     | 0                              | 38    | 3                          | 3                     | 0                         | 35          | 70.00%                  | 92.11%              | 92.11%                                |
| #17                   |            | 0    | 8         | 0           | 8                   | 0                          | 5                     | 0                              | 3     | 0                          | 0                     | 0                         | 3           | 100.00%                 | 100.00%             | 100.00%                               |
| #18                   |            | 2    | 0         | 0           | 2                   | 0                          | 0                     | 0                              | 2     | 1                          | 1                     | 0                         | 1           | 50.00%                  | 50.00%              | 50.00%                                |
| #19                   |            | 273  | 0         | 0           | 273                 | 30                         | 14                    | 0                              | 229   | 28                         | 23                    | 5                         | 201         | 79.13%                  | 87.77%              | 89.73%                                |
| #20                   |            | 524  | 0         | 0           | 524                 | 121                        | 25                    | 0                              | 378   | 24                         | 21                    | 3                         | 354         | 71.37%                  | 93.65%              | 94.40%                                |
| #21                   |            | 17   | 0         | 0           | 17                  | 1                          | 1                     | 0                              | 15    | 1                          | 1                     | 0                         | 14          | 87.50%                  | 93.33%              | 93.33%                                |
| #22                   |            | 333  | 0         | 0           | 333                 | 18                         | 29                    | 1                              | 285   | 36                         | 26                    | 10                        | 249         | 84.98%                  | 87.37%              | 90.55%                                |
| #23                   |            | 4    | 0         | 0           | 4                   | 0                          | 3                     | 0                              | 1     | 1                          | 0                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #24                   |            | 17   | 0         | 0           | 17                  | 0                          | 11                    | 1                              | 5     | 3                          | 2                     | 1                         | 2           | 50.00%                  | 40.00%              | 50.00%                                |
| #25                   |            | 51   | 0         | 0           | 51                  | 12                         | 4                     | 1                              | 34    | 9                          | 6                     | 3                         | 25          | 58.14%                  | 73.53%              | 80.65%                                |
| #26                   |            | 65   | 0         | 0           | 65                  | 15                         | 12                    | 0                              | 38    | 9                          | 9                     | 0                         | 29          | 54.72%                  | 76.32%              | 76.32%                                |
| #27                   |            | 571  | 0         | 0           | 571                 | 47                         | 6                     | 0                              | 518   | 12                         | 12                    | 0                         | 506         | 89.56%                  | 97.68%              | 97.68%                                |
| #28                   |            | 513  | 0         | 0           | 513                 | 28                         | 25                    | 1                              | 459   | 28                         | 26                    | 2                         | 431         | 88.87%                  | 93.90%              | 94.31%                                |
| #29                   |            | 36   | 0         | 0           | 36                  | 3                          | 1                     | 1                              | 31    | 4                          | 2                     | 2                         | 27          | 84.38%                  | 87.10%              | 93.10%                                |
| #30                   |            | 673  | 0         | 0           | 673                 | 79                         | 102                   | 5                              | 487   | 88                         | 60                    | 28                        | 399         | 74.16%                  | 81.93%              | 86.93%                                |
| #31                   |            | 0    | 0         | 14          | 14                  | 0                          | 3                     | 1                              | 10    | 8                          | 1                     | 7                         | 2           | 66.67%                  | 20.00%              | 66.67%                                |
| #32                   |            | 17   | 0         | 0           | 17                  | 3                          | 4                     | 0                              | 10    | 9                          | 6                     | 3                         | 1           | 10.00%                  | 10.00%              | 14.29%                                |
| #33                   |            | 2    | 0         | 0           | 2                   | 0                          | 2                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #34                   |            | 1079 | 0         | 0           | 1079                | 144                        | 85                    | 5                              | 845   | 97                         | 78                    | 19                        | 748         | 77.11%                  | 88.52%              | 90.56%                                |
| #35                   |            | 29   | 0         | 0           | 29                  | 3                          | 4                     | 0                              | 22    | 3                          | 3                     | 0                         | 19          | 76.00%                  | 86.36%              | 86.36%                                |
| #36                   |            | 6    | 0         | 0           | 6                   | 0                          | 4                     | 0                              | 2     | 2                          | 2                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #37                   |            | 2066 | 0         | 0           | 2066                | 236                        | 130                   | 9                              | 1691  | 177                        | 148                   | 29                        | 1514        | 79.77%                  | 89.53%              | 91.10%                                |
| #38                   |            | 1548 | 0         | 0           | 1548                | 30                         | 249                   | 6                              | 1263  | 290                        | 189                   | 101                       | 973         | 81.63%                  | 77.04%              | 83.73%                                |

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| AGGREGATE ORDER TYPES |            |      |           |             |                     |                            |                       |                                |       |                            |                       |                           |             |                         |                     |                                       |
|-----------------------|------------|------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|---------------------------------------|
| Company Info          |            |      |           |             |                     | LSR PR                     | OCESSING              |                                |       |                            |                       |                           |             | F                       | LOWTHROUG           | H                                     |
| . ,                   |            |      |           |             |                     | LI                         | ESOG                  |                                |       |                            |                       |                           |             |                         |                     |                                       |
|                       |            | Me   | echanized | Interface I | Used                | Manual                     | Rejects               | Valid                          | ated  |                            | Errors                |                           |             |                         |                     |                                       |
| Name                  | RESH / OCN | LENS | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Error<br>Excluded<br>Calculation |
| #39                   |            | 182  | 0         | 0           | 182                 | 13                         | 15                    | 0                              | 154   | 8                          | 7                     | 1                         | 146         | 87.95%                  | 94.81%              | 95.42%                                |
| #40                   |            | 3    | 0         | 0           | 3                   | 0                          | 0                     | 0                              | 3     | 3                          | 1                     | 2                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #41                   |            | 3    | 0         | 0           | 3                   | 0                          | 3                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #42                   |            | 1    | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                               |
| #43                   |            | 66   | 0         | 0           | 66                  | 6                          | 6                     | 0                              | 54    | 18                         | 10                    | 8                         | 36          | 69.23%                  | 66.67%              | 78.26%                                |
| #44                   |            | 2    | 0         | 0           | 2                   | 0                          | 0                     | 1                              | 1     | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #45                   |            | 49   | 0         | 0           | 49                  | 7                          | 5                     | 1                              | 36    | 12                         | 5                     | 7                         | 24          | 66.67%                  | 66.67%              | 82.76%                                |
| #46                   |            | 793  | 0         | 0           | 793                 | 109                        | 50                    | 6                              | 628   | 76                         | 58                    | 18                        | 552         | 76.77%                  | 87.90%              | 90.49%                                |
| #47                   |            | 2    | 0         | 0           | 2                   | 0                          | 2                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #48                   |            | 11   | 0         | 0           | 11                  | 1                          | 1                     | 0                              | 9     | 0                          | 0                     | 0                         | 9           | 90.00%                  | 100.00%             | 100.00%                               |
| #49                   |            | 281  | 0         | 0           | 281                 | 31                         | 21                    | 0                              | 229   | 18                         | 14                    | 4                         | 211         | 82.42%                  | 92.14%              | 93.78%                                |
| #50                   |            | 13   | 0         | 0           | 13                  | 3                          | 2                     | 2                              | 6     | 4                          | 2                     | 2                         | 2           | 28.57%                  | 33.33%              | 50.00%                                |
| #51                   |            | 3    | 0         | 0           | 3                   | 0                          | 0                     | 0                              | 3     | 3                          | 1                     | 2                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #52                   |            | 4    | 0         | 0           | 4                   | 1                          | 0                     | 0                              | 3     | 1                          | 0                     | 1                         | 2           | 66.67%                  | 66.67%              | 100.00%                               |
| #53                   |            | 83   | 0         | 0           | 83                  | 26                         | 11                    | 1                              | 45    | 23                         | 18                    | 5                         | 22          | 33.33%                  | 48.89%              | 55.00%                                |
| #54                   |            | 93   | 0         | 0           | 93                  | 7                          | 0                     | 0                              | 86    | 9                          | 9                     | 0                         | 77          | 82.80%                  | 89.53%              | 89.53%                                |
| #55                   |            | 228  | 0         | 0           | 228                 | 10                         | 15                    | 0                              | 203   | 30                         | 24                    | 6                         | 173         | 83.57%                  | 85.22%              | 87.82%                                |
| #56                   |            | 26   | 0         | 0           | 26                  | 3                          | 3                     | 0                              | 20    | 5                          | 3                     | 2                         | 15          | 71.43%                  | 75.00%              | 83.33%                                |
| #57                   |            | 611  | 0         | 0           | 611                 | 64                         | 30                    | 2                              | 515   | 67                         | 50                    | 17                        | 448         | 79.72%                  | 86.99%              | 89.96%                                |
| #58                   |            | 332  | 0         | 0           | 332                 | 30                         | 18                    | 0                              | 284   | 14                         | 12                    | 2                         | 270         | 86.54%                  | 95.07%              | 95.74%                                |
| #59                   |            | 468  | 0         | 0           | 468                 | 41                         | 66                    | 2                              | 359   | 34                         | 29                    | 5                         | 325         | 82.28%                  | 90.53%              | 91.81%                                |
| #60                   |            | 0    | 0         | 604         | 604                 | 27                         | 74                    | 0                              | 503   | 19                         | 14                    | 5                         | 484         | 92.19%                  | 96.22%              | 97.19%                                |
| #61                   |            | 172  | 0         | 0           | 172                 | 22                         | 74                    | 1                              | 75    | 12                         | 8                     | 4                         | 63          | 67.74%                  | 84.00%              | 88.73%                                |
| #62                   |            | 97   | 0         | 0           | 97                  | 9                          | 0                     | 0                              | 88    | 2                          | 2                     | 0                         | 86          | 88.66%                  | 97.73%              | 97.73%                                |
| #63                   |            | 998  | 0         | 0           | 998                 | 96                         | 88                    | 2                              | 812   | 43                         | 32                    | 11                        | 769         | 85.73%                  | 94.70%              | 96.00%                                |
| #64                   |            | 293  | 0         | 0           | 293                 | 39                         | 8                     | 0                              | 246   | 25                         | 22                    | 3                         | 221         | 78.37%                  | 89.84%              | 90.95%                                |
| #65                   |            | 163  | 0         | 0           | 163                 | 33                         | 8                     | 2                              | 120   | 22                         | 20                    | 2                         | 98          | 64.90%                  | 81.67%              | 83.05%                                |
| #66                   |            | 449  | 0         | 0           | 449                 | 94                         | 85                    | 2                              | 268   | 66                         | 52                    | 14                        | 202         | 58.05%                  | 75.37%              | 79.53%                                |
| #67                   |            | 0    | 0         | 777         | 777                 | 11                         | 63                    | 0                              | 703   | 25                         | 16                    | 9                         | 678         | 96.17%                  | 96.44%              | 97.69%                                |
| #68                   |            | 212  | 0         | 0           | 212                 | 24                         | 13                    | 1                              | 174   | 19                         | 19                    | 0                         | 155         | 78.28%                  | 89.08%              | 89.08%                                |
| #69                   |            | 440  | 0         | 0           | 440                 | 44                         | 24                    | 0                              | 372   | 13                         | 8                     | 5                         | 359         | 87.35%                  | 96.51%              | 97.82%                                |
| #70                   |            | 686  | 0         | 0           | 686                 | 10                         | 115                   | 0                              | 561   | 72                         | 62                    | 10                        | 489         | 87.17%                  | 87.17%              | 88.75%                                |
| #71                   |            | 3    | 0         | 0           | 3                   | 1                          | 0                     | 0                              | 2     | 1                          | 0                     | 1                         | 1           | 50.00%                  | 50.00%              | 100.00%                               |
| #72                   |            | 72   | 0         | 0           | 72                  | 3                          | 2                     | 2                              | 65    | 24                         | 24                    | 0                         | 41          | 60.29%                  | 63.08%              | 63.08%                                |
| #73                   |            | 214  | 0         | 0           | 214                 | 26                         | 20                    | 0                              | 168   | 31                         | 25                    | 6                         | 137         | 72.87%                  | 81.55%              | 84.57%                                |
| #74                   |            | 31   | 0         | 0           | 31                  | 2                          | 2                     | 0                              | 27    | 4                          | 3                     | 1                         | 23          | 82.14%                  | 85.19%              | 88.46%                                |
| #75                   |            | 30   | 0         | 0           | 30                  | 1                          | 2                     | 0                              | 27    | 5                          | 3                     | 2                         | 22          | 84.62%                  | 81.48%              | 88.00%                                |
| #76                   |            | 0    | 7         | 0           | 7                   | 2                          | 0                     | 0                              | 5     | 4                          | 0                     | 4                         | 1           | 33.33%                  | 20.00%              | 100.00%                               |

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| AGGREGATE ORDER TYPES |            |      |           |             |                     |                            |                       |                                |       |                            |                       |                           |             |                         |                     |                                       |
|-----------------------|------------|------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|---------------------------------------|
| Company Info          |            |      |           |             |                     | LSR PR                     | OCESSING              |                                |       |                            |                       |                           |             | F                       | LOWTHROUG           | H                                     |
|                       |            |      |           |             |                     | Li                         | SOG                   |                                |       |                            |                       |                           |             |                         |                     |                                       |
|                       |            | Me   | echanized | Interface I | Used                | Manual                     | Rejects               | Valid                          | ated  |                            | Errors                |                           |             |                         |                     |                                       |
| Name                  | RESH / OCN | LENS | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Error<br>Excluded<br>Calculation |
| #77                   |            | 131  | 0         | 0           | 131                 | 8                          | 1                     | 0                              | 122   | 4                          | 3                     | 1                         | 118         | 91.47%                  | 96.72%              | 97.52%                                |
| #78                   |            | 237  | 0         | 0           | 237                 | 55                         | 9                     | 0                              | 173   | 9                          | 9                     | 0                         | 164         | 71.93%                  | 94.80%              | 94.80%                                |
| #79                   |            | 1561 | 0         | 0           | 1561                | 97                         | 47                    | 0                              | 1417  | 107                        | 87                    | 20                        | 1310        | 87.68%                  | 92.45%              | 93.77%                                |
| #80                   |            | 874  | 0         | 0           | 874                 | 68                         | 28                    | 1                              | 777   | 83                         | 77                    | 6                         | 694         | 82.72%                  | 89.32%              | 90.01%                                |
| #81                   |            | 1639 | 0         | 0           | 1639                | 113                        | 95                    | 4                              | 1427  | 96                         | 72                    | 24                        | 1331        | 87.80%                  | 93.27%              | 94.87%                                |
| #82                   |            | 3805 | 0         | 0           | 3805                | 483                        | 193                   | 37                             | 3092  | 254                        | 209                   | 45                        | 2838        | 80.40%                  | 91.79%              | 93.14%                                |
| #83                   |            | 86   | 0         | 0           | 86                  | 6                          | 4                     | 1                              | 75    | 12                         | 9                     | 3                         | 63          | 80.77%                  | 84.00%              | 87.50%                                |
| #84                   |            | 41   | 0         | 0           | 41                  | 2                          | 9                     | 0                              | 30    | 4                          | 4                     | 0                         | 26          | 81.25%                  | 86.67%              | 86.67%                                |
| #85                   |            | 6    | 0         | 0           | 6                   | 0                          | 4                     | 0                              | 2     | 0                          | 0                     | 0                         | 2           | 100.00%                 | 100.00%             | 100.00%                               |
| #86                   |            | 213  | 0         | 0           | 213                 | 10                         | 9                     | 0                              | 194   | 14                         | 14                    | 0                         | 180         | 88.24%                  | 92.78%              | 92.78%                                |
| #87                   |            | 178  | 0         | 0           | 178                 | 16                         | 17                    | 0                              | 145   | 8                          | 5                     | 3                         | 137         | 86.71%                  | 94.48%              | 96.48%                                |
| #88                   |            | 2    | 0         | 0           | 2                   | 2                          | 0                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #89                   |            | 506  | 0         | 0           | 506                 | 50                         | 41                    | 3                              | 412   | 42                         | 30                    | 12                        | 370         | 82.22%                  | 89.81%              | 92.50%                                |
| #90                   |            | 83   | 0         | 0           | 83                  | 1                          | 1                     | 0                              | 81    | 6                          | 3                     | 3                         | 75          | 94.94%                  | 92.59%              | 96.15%                                |
| #91                   |            | 3    | 0         | 0           | 3                   | 0                          | 2                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                               |
| #92                   |            | 224  | 0         | 0           | 224                 | 25                         | 21                    | 0                              | 178   | 7                          | 5                     | 2                         | 171         | 85.07%                  | 96.07%              | 97.16%                                |
| #93                   |            | 6    | 0         | 0           | 6                   | 0                          | 2                     | 0                              | 4     | 4                          | 3                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #94                   |            | 43   | 0         | 0           | 43                  | 1                          | 1                     | 0                              | 41    | 1                          | 1                     | 0                         | 40          | 95.24%                  | 97.56%              | 97.56%                                |
| #95                   |            | 38   | 0         | 0           | 38                  | 2                          | 1                     | 1                              | 34    | 4                          | 4                     | 0                         | 30          | 83.33%                  | 88.24%              | 88.24%                                |
| #96                   |            | 1441 | 0         | 0           | 1441                | 165                        | 109                   | 1                              | 1166  | 107                        | 89                    | 18                        | 1059        | 80.65%                  | 90.82%              | 92.25%                                |
| #97                   |            | 41   | 0         | 0           | 41                  | 1                          | 5                     | 0                              | 35    | 17                         | 11                    | 6                         | 18          | 60.00%                  | 51.43%              | 62.07%                                |
| #98                   |            | 948  | 0         | 0           | 948                 | 38                         | 60                    | 0                              | 850   | 43                         | 38                    | 5                         | 807         | 91.39%                  | 94.94%              | 95.50%                                |
| #99                   |            | 0    | 0         | 381         | 381                 | 20                         | 162                   | 1                              | 198   | 31                         | 16                    | 15                        | 167         | 82.27%                  | 84.34%              | 91.26%                                |
| #100                  |            | 777  | 0         | 0           | 777                 | 79                         | 129                   | 1                              | 568   | 72                         | 62                    | 10                        | 496         | 77.86%                  | 87.32%              | 88.89%                                |
| #101                  |            | 31   | 0         | 0           | 31                  | 7                          | 2                     | 0                              | 22    | 2                          | 1                     | 1                         | 20          | 71.43%                  | 90.91%              | 95.24%                                |
| #102                  |            | 128  | 0         | 0           | 128                 | 16                         | 15                    | 0                              | 97    | 13                         | 11                    | 2                         | 84          | 75.68%                  | 86.60%              | 88.42%                                |
| #103                  |            | 7236 | 0         | 0           | 7236                | 220                        | 572                   | 10                             | 6434  | 667                        | 540                   | 127                       | 5767        | 88.36%                  | 89.63%              | 91.44%                                |
| #104                  |            | 321  | 0         | 0           | 321                 | 15                         | 21                    | 0                              | 285   | 43                         | 40                    | 3                         | 242         | 81.48%                  | 84.91%              | 85.82%                                |
| #105                  |            | 1272 | 0         | 0           | 1272                | 84                         | 76                    | 3                              | 1109  | 110                        | 108                   | 2                         | 999         | 83.88%                  | 90.08%              | 90.24%                                |
| #106                  |            | 213  | 0         | 0           | 213                 | 94                         | 26                    | 0                              | 93    | 6                          | 5                     | 1                         | 87          | 46.77%                  | 93.55%              | 94.57%                                |
| #107                  |            | 0    | 0         | 117         | 117                 | 6                          | 15                    | 0                              | 96    | 0                          | 0                     | 0                         | 96          | 94.12%                  | 100.00%             | 100.00%                               |
| #108                  |            | 32   | 0         | 0           | 32                  | 1                          | 4                     | 0                              | 27    | 3                          | 3                     | 0                         | 24          | 85.71%                  | 88.89%              | 88.89%                                |
| #109                  |            | 203  | 0         | 0           | 203                 | 27                         | 2                     | 1                              | 173   | 13                         | 11                    | 2                         | 160         | 80.81%                  | 92.49%              | 93.57%                                |
| #110                  |            | 406  | 0         | 0           | 406                 | 94                         | 61                    | 0                              | 251   | 30                         | 16                    | 14                        | 221         | 66.77%                  | 88.05%              | 93.25%                                |
| #111                  |            | 1    | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                               |
| #112                  |            | 147  | 0         | 0           | 147                 | 16                         | 9                     | 0                              | 122   | 15                         | 15                    | 0                         | 107         | 77.54%                  | 87.70%              | 87.70%                                |
| #113                  |            | 78   | 0         | 0           | 78                  | 4                          | 68                    | 0                              | 6     | 1                          | 1                     | 0                         | 5           | 50.00%                  | 83.33%              | 83.33%                                |
| #114                  |            | 0    | 0         | 17          | 17                  | 3                          | 6                     | 2                              | 6     | 6                          | 2                     | 4                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |

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| AGGREGATE ORDER TYPES |            |       |           |           |                     |                            |                       |                                |       |                            |                       |                           |             |                         |                     |                                       |
|-----------------------|------------|-------|-----------|-----------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|---------------------------------------|
| Company Info          |            |       |           |           |                     | LSR PR                     | OCESSING              |                                |       |                            |                       |                           |             | F                       | LOWTHROUG           | H                                     |
|                       |            |       |           |           |                     | LI                         | SOG                   |                                |       |                            |                       |                           |             |                         |                     |                                       |
|                       |            | Me    | echanized | Interface | Used                | Manual                     | Rejects               | Valid                          | ated  |                            | Errors                |                           |             |                         |                     |                                       |
| Name                  | RESH / OCN | LENS  | EDI       | TAG       | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Error<br>Excluded<br>Calculation |
| #115                  |            | 2049  | 0         | 0         | 2049                | 218                        | 101                   | 6                              | 1724  | 220                        | 156                   | 64                        | 1504        | 80.09%                  | 87.24%              | 90.60%                                |
| #116                  |            | 2403  | 0         | 0         | 2403                | 87                         | 250                   | 2                              | 2064  | 195                        | 124                   | 71                        | 1869        | 89.86%                  | 90.55%              | 93.78%                                |
| #117                  |            | 1215  | 0         | 0         | 1215                | 78                         | 75                    | 1                              | 1061  | 67                         | 52                    | 15                        | 994         | 88.43%                  | 93.69%              | 95.03%                                |
| #118                  |            | 94    | 0         | 0         | 94                  | 5                          | 15                    | 0                              | 74    | 4                          | 4                     | 0                         | 70          | 88.61%                  | 94.59%              | 94.59%                                |
| #119                  |            | 1     | 0         | 0         | 1                   | 1                          | 0                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #120                  |            | 10    | 0         | 0         | 10                  | 3                          | 1                     | 0                              | 6     | 3                          | 3                     | 0                         | 3           | 33.33%                  | 50.00%              | 50.00%                                |
| #121                  |            | 2     | 0         | 0         | 2                   | 0                          | 2                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #122                  |            | 40    | 0         | 0         | 40                  | 8                          | 12                    | 0                              | 20    | 8                          | 8                     | 0                         | 12          | 42.86%                  | 60.00%              | 60.00%                                |
| #123                  |            | 74    | 0         | 0         | 74                  | 6                          | 5                     | 0                              | 63    | 6                          | 5                     | 1                         | 57          | 83.82%                  | 90.48%              | 91.94%                                |
| #124                  |            | 8     | 0         | 0         | 8                   | 0                          | 2                     | 3                              | 3     | 3                          | 3                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #125                  |            | 297   | 0         | 0         | 297                 | 50                         | 33                    | 1                              | 213   | 103                        | 82                    | 21                        | 110         | 45.45%                  | 51.64%              | 57.29%                                |
| #126                  |            | 22    | 0         | 0         | 22                  | 4                          | 9                     | 1                              | 8     | 7                          | 4                     | 3                         | 1           | 11.11%                  | 12.50%              | 20.00%                                |
| #127                  |            | 1     | 0         | 0         | 1                   | 0                          | 0                     | 0                              | 1     | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #128                  |            | 10    | 0         | 0         | 10                  | 0                          | 3                     | 0                              | 7     | 6                          | 5                     | 1                         | 1           | 16.67%                  | 14.29%              | 16.67%                                |
| #129                  |            | 96    | 0         | 0         | 96                  | 19                         | 5                     | 0                              | 72    | 10                         | 6                     | 4                         | 62          | 71.26%                  | 86.11%              | 91.18%                                |
| #130                  |            | 4     | 0         | 0         | 4                   | 1                          | 0                     | 0                              | 3     | 0                          | 0                     | 0                         | 3           | 75.00%                  | 100.00%             | 100.00%                               |
| #131                  |            | 21    | 0         | 0         | 21                  | 4                          | 16                    | 0                              | 1     | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #132                  |            | 0     | 0         | 5         | 5                   | 3                          | 1                     | 0                              | 1     | 1                          | 0                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #133                  |            | 692   | 0         | 0         | 692                 | 21                         | 38                    | 3                              | 630   | 23                         | 20                    | 3                         | 607         | 93.67%                  | 96.35%              | 96.81%                                |
| #134                  |            | 8802  | 0         | 0         | 8802                | 639                        | 388                   | 5                              | 7770  | 297                        | 261                   | 36                        | 7473        | 89.25%                  | 96.18%              | 96.63%                                |
| #135                  |            | 0     | 0         | 4027      | 4027                | 112                        | 68                    | 15                             | 3832  | 281                        | 225                   | 56                        | 3551        | 91.33%                  | 92.67%              | 94.04%                                |
| #136                  |            | 0     | 0         | 3319      | 3319                | 4                          | 448                   | 29                             | 2838  | 1222                       | 854                   | 368                       | 1616        | 65.32%                  | 56.94%              | 65.43%                                |
| #137                  |            | 765   | 0         | 0         | 765                 | 82                         | 29                    | 7                              | 647   | 44                         | 36                    | 8                         | 603         | 83.63%                  | 93.20%              | 94.37%                                |
| #138                  |            | 2     | 0         | 0         | 2                   | 1                          | 0                     | 0                              | 1     | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #139                  |            | 735   | 0         | 0         | 735                 | 53                         | 16                    | 1                              | 665   | 29                         | 27                    | 2                         | 636         | 88.83%                  | 95.64%              | 95.93%                                |
| #140                  |            | 389   | 0         | 0         | 389                 | 49                         | 23                    | 1                              | 316   | 16                         | 10                    | 6                         | 300         | 83.57%                  | 94.94%              | 96.77%                                |
| #141                  |            | 831   | 0         | 0         | 831                 | 54                         | 62                    | 0                              | 715   | 50                         | 40                    | 10                        | 665         | 87.62%                  | 93.01%              | 94.33%                                |
| #142                  |            | 27    | 0         | 0         | 27                  | 0                          | 7                     | 2                              | 18    | 5                          | 1                     | 4                         | 13          | 92.86%                  | 72.22%              | 92.86%                                |
| #143                  |            | 238   | 0         | 0         | 238                 | 8                          | 10                    | 1                              | 219   | 39                         | 28                    | 11                        | 180         | 83.33%                  | 82.19%              | 86.54%                                |
| #144                  |            | 876   | 0         | 0         | 876                 | 78                         | 69                    | 8                              | 721   | 92                         | 84                    | 8                         | 629         | 79.52%                  | 87.24%              | 88.22%                                |
| #145                  |            | 11    | 0         | 0         | 11                  | 0                          | 4                     | 0                              | 7     | 4                          | 3                     | 1                         | 3           | 50.00%                  | 42.86%              | 50.00%                                |
| #146                  |            | 82    | 0         | 0         | 82                  | 1                          | 8                     | 1                              | 72    | 8                          | 6                     | 2                         | 64          | 90.14%                  | 88.89%              | 91.43%                                |
| #147                  |            | 0     | 0         | 929       | 929                 | 5                          | 95                    | 1                              | 828   | 26                         | 23                    | 3                         | 802         | 96.63%                  | 96.86%              | 97.21%                                |
| #148                  |            | 338   | 0         | 0         | 338                 | 36                         | 13                    | 1                              | 288   | 38                         | 26                    | 12                        | 250         | 80.13%                  | 86.81%              | 90.58%                                |
| #149                  |            | 22766 | 0         | 0         | 22766               | 1917                       | 3128                  | 91                             | 17630 | 8800                       | 6501                  | 2299                      | 8830        | 51.19%                  | 50.09%              | 57.60%                                |
| #150                  |            | 373   | 0         | 0         | 373                 | 29                         | 24                    | 0                              | 320   | 24                         | 21                    | 3                         | 296         | 85.55%                  | 92.50%              | 93.38%                                |
| #151                  |            | 230   | 0         | 0         | 230                 | 15                         | 44                    | 1                              | 170   | 36                         | 31                    | 5                         | 134         | 74.44%                  | 78.82%              | 81.21%                                |
| #152                  |            | 0     | 0         | 219       | 219                 | 10                         | 42                    | 1                              | 166   | 57                         | 44                    | 13                        | 109         | 66.87%                  | 65.66%              | 71.24%                                |

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| AGGREGATE ORDER TYPES |            |      |           |           |                     |                            |                       |                                |       |                            |                       |                           |             |                         |                     |                                       |
|-----------------------|------------|------|-----------|-----------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|---------------------------------------|
| Company Info          |            |      |           |           |                     | LSR PR                     | OCESSING              |                                |       |                            |                       |                           |             | F                       | LOWTHROUG           | H                                     |
| . ,                   |            |      |           |           |                     | LE                         | ESOG                  |                                |       |                            |                       |                           |             |                         |                     |                                       |
|                       |            | M    | echanized | Interface | Used                | Manual                     | Rejects               | Valid                          | ated  |                            | Errors                |                           |             |                         |                     |                                       |
| Name                  | RESH / OCN | LENS | EDI       | TAG       | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Error<br>Excluded<br>Calculation |
| #153                  |            | 69   | 0         | 0         | 69                  | 11                         | 13                    | 0                              | 45    | 6                          | 6                     | 0                         | 39          | 69.64%                  | 86.67%              | 86.67%                                |
| #154                  |            | 18   | 0         | 0         | 18                  | 1                          | 3                     | 0                              | 14    | 8                          | 5                     | 3                         | 6           | 50.00%                  | 42.86%              | 54.55%                                |
| #155                  |            | 0    | 0         | 2         | 2                   | 0                          | 0                     | 0                              | 2     | 1                          | 1                     | 0                         | 1           | 50.00%                  | 50.00%              | 50.00%                                |
| #156                  |            | 38   | 0         | 0         | 38                  | 2                          | 6                     | 0                              | 30    | 2                          | 2                     | 0                         | 28          | 87.50%                  | 93.33%              | 93.33%                                |
| #157                  |            | 3    | 0         | 0         | 3                   | 0                          | 1                     | 0                              | 2     | 0                          | 0                     | 0                         | 2           | 100.00%                 | 100.00%             | 100.00%                               |
| #158                  |            | 283  | 0         | 0         | 283                 | 20                         | 3                     | 0                              | 260   | 8                          | 7                     | 1                         | 252         | 90.32%                  | 96.92%              | 97.30%                                |
| #159                  |            | 30   | 0         | 0         | 30                  | 2                          | 0                     | 0                              | 28    | 0                          | 0                     | 0                         | 28          | 93.33%                  | 100.00%             | 100.00%                               |
| #160                  |            | 63   | 0         | 0         | 63                  | 6                          | 1                     | 1                              | 55    | 13                         | 10                    | 3                         | 42          | 72.41%                  | 76.36%              | 80.77%                                |
| #161                  |            | 3064 | 0         | 0         | 3064                | 187                        | 358                   | 2                              | 2517  | 140                        | 122                   | 18                        | 2377        | 88.50%                  | 94.44%              | 95.12%                                |
| #162                  |            | 1    | 0         | 0         | 1                   | 0                          | 0                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                               |
| #163                  |            | 0    | 1458      | 0         | 1458                | 74                         | 103                   | 0                              | 1281  | 172                        | 144                   | 28                        | 1109        | 83.57%                  | 86.57%              | 88.51%                                |
| #164                  |            | 8    | 0         | 0         | 8                   | 1                          | 2                     | 0                              | 5     | 4                          | 2                     | 2                         | 1           | 25.00%                  | 20.00%              | 33.33%                                |
| #165                  |            | 0    | 0         | 10        | 10                  | 5                          | 1                     | 0                              | 4     | 1                          | 1                     | 0                         | 3           | 33.33%                  | 75.00%              | 75.00%                                |
| #166                  |            | 0    | 95        | 0         | 95                  | 7                          | 3                     | 0                              | 85    | 1                          | 1                     | 0                         | 84          | 91.30%                  | 98.82%              | 98.82%                                |
| #167                  |            | 1    | 0         | 0         | 1                   | 0                          | 0                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                               |
| #168                  |            | 4    | 0         | 0         | 4                   | 1                          | 0                     | 0                              | 3     | 0                          | 0                     | 0                         | 3           | 75.00%                  | 100.00%             | 100.00%                               |
| #169                  |            | 41   | 0         | 0         | 41                  | 0                          | 4                     | 0                              | 37    | 1                          | 0                     | 1                         | 36          | 100.00%                 | 97.30%              | 100.00%                               |
| #170                  |            | 204  | 0         | 0         | 204                 | 14                         | 10                    | 0                              | 180   | 11                         | 9                     | 2                         | 169         | 88.02%                  | 93.89%              | 94.94%                                |
| #171                  |            | 0    | 6225      | 0         | 6225                | 158                        | 1222                  | 3                              | 4842  | 747                        | 564                   | 183                       | 4095        | 85.01%                  | 84.57%              | 87.89%                                |
| #172                  |            | 346  | 0         | 0         | 346                 | 23                         | 27                    | 0                              | 296   | 16                         | 14                    | 2                         | 280         | 88.33%                  | 94.59%              | 95.24%                                |
| #173                  |            | 0    | 9087      | 0         | 9087                | 224                        | 1807                  | 5                              | 7051  | 1573                       | 1289                  | 284                       | 5478        | 78.36%                  | 77.69%              | 80.95%                                |
| #174                  |            | 304  | 0         | 0         | 304                 | 15                         | 41                    | 5                              | 243   | 71                         | 43                    | 28                        | 172         | 74.78%                  | 70.78%              | 80.00%                                |
| #175                  |            | 0    | 0         | 127       | 127                 | 23                         | 26                    | 4                              | 74    | 23                         | 16                    | 7                         | 51          | 56.67%                  | 68.92%              | 76.12%                                |
| #176                  |            | 2    | 0         | 0         | 2                   | 1                          | 0                     | 0                              | 1     | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #177                  |            | 433  | 0         | 0         | 433                 | 26                         | 24                    | 3                              | 380   | 44                         | 37                    | 7                         | 336         | 84.21%                  | 88.42%              | 90.08%                                |
| #178                  |            | 118  | 0         | 0         | 118                 | 6                          | 10                    | 0                              | 102   | 13                         | 9                     | 4                         | 89          | 85.58%                  | 87.25%              | 90.82%                                |
| #179                  |            | 271  | 0         | 0         | 271                 | 6                          | 20                    | 2                              | 243   | 100                        | 54                    | 46                        | 143         | 70.44%                  | 58.85%              | 72.59%                                |
| #180                  |            | 0    | 9257      | 0         | 9257                | 164                        | 1781                  | 3                              | 7309  | 1844                       | 1227                  | 617                       | 5465        | 79.71%                  | 74.77%              | 81.66%                                |
| #181                  |            | 268  | 0         | 0         | 268                 | 12                         | 30                    | 0                              | 226   | 22                         | 21                    | 1                         | 204         | 86.08%                  | 90.27%              | 90.67%                                |
| #182                  |            | 34   | 0         | 0         | 34                  | 2                          | 7                     | 1                              | 24    | 14                         | 7                     | 7                         | 10          | 52.63%                  | 41.67%              | 58.82%                                |
| #183                  |            | 18   | 0         | 0         | 18                  | 9                          | 0                     | 0                              | 9     | 9                          | 9                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #184                  |            | 6    | 0         | 0         | 6                   | 0                          | 2                     | 0                              | 4     | 1                          | 0                     | 1                         | 3           | 100.00%                 | 75.00%              | 100.00%                               |
| #185                  |            | 491  | 0         | 0         | 491                 | 9                          | 27                    | 0                              | 455   | 27                         | 20                    | 7                         | 428         | 93.65%                  | 94.07%              | 95.54%                                |
| #186                  |            | 36   | 0         | 0         | 36                  | 2                          | 4                     | 0                              | 30    | 4                          | 4                     | 0                         | 26          | 81.25%                  | 86.67%              | 86.67%                                |
| #187                  |            | 8    | 0         | 0         | 8                   | 0                          | 3                     | 0                              | 5     | 2                          | 1                     | 1                         | 3           | 75.00%                  | 60.00%              | 75.00%                                |
| #188                  |            | 10   | 0         | 0         | 10                  | 0                          | 0                     | 0                              | 10    | 2                          | 2                     | 0                         | 8           | 80.00%                  | 80.00%              | 80.00%                                |
| #189                  |            | 159  | 0         | 0         | 159                 | 11                         | 22                    | 0                              | 126   | 66                         | 46                    | 20                        | 60          | 51.28%                  | 47.62%              | 56.60%                                |
| #190                  |            | 11   | 0         | 0         | 11                  | 0                          | 1                     | 0                              | 10    | 0                          | 0                     | 0                         | 10          | 100.00%                 | 100.00%             | 100.00%                               |

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| AGGREGATE ORDER TYPES |            |       |           |             |                     |                            |                       |                                |       |                            |                       |                           |             |                         |                     |                                       |
|-----------------------|------------|-------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|---------------------------------------|
| Company Info          |            |       |           |             |                     | LSR PR                     | OCESSING              |                                |       |                            |                       |                           |             | F                       | LOWTHROUG           | iΗ                                    |
|                       |            |       |           |             |                     | Li                         | SOG                   |                                |       |                            |                       |                           |             |                         |                     |                                       |
|                       |            | Me    | echanized | Interface I | Used                | Manual                     | Rejects               | Valid                          | ated  |                            | Errors                |                           |             |                         |                     |                                       |
| Name                  | RESH / OCN | LENS  | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Error<br>Excluded<br>Calculation |
| #191                  |            | 3384  | 0         | 0           | 3384                | 291                        | 224                   | 8                              | 2861  | 360                        | 319                   | 41                        | 2501        | 80.39%                  | 87.42%              | 88.69%                                |
| #192                  |            | 0     | 0         | 1           | 1                   | 0                          | 1                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #193                  |            | 15096 | 0         | 0           | 15096               | 344                        | 977                   | 10                             | 13765 | 292                        | 231                   | 61                        | 13473       | 95.91%                  | 97.88%              | 98.31%                                |
| #194                  |            | 0     | 0         | 3355        | 3355                | 353                        | 317                   | 54                             | 2631  | 465                        | 334                   | 131                       | 2166        | 75.92%                  | 82.33%              | 86.64%                                |
| #195                  |            | 170   | 0         | 0           | 170                 | 2                          | 6                     | 0                              | 162   | 5                          | 4                     | 1                         | 157         | 96.32%                  | 96.91%              | 97.52%                                |
| #196                  |            | 0     | 56        | 0           | 56                  | 2                          | 4                     | 0                              | 50    | 11                         | 6                     | 5                         | 39          | 82.98%                  | 78.00%              | 86.67%                                |
| #197                  |            | 494   | 0         | 0           | 494                 | 4                          | 73                    | 2                              | 415   | 20                         | 17                    | 3                         | 395         | 94.95%                  | 95.18%              | 95.87%                                |
| #198                  |            | 0     | 0         | 1           | 1                   | 0                          | 1                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #199                  |            | 129   | 0         | 0           | 129                 | 11                         | 18                    | 1                              | 99    | 19                         | 15                    | 4                         | 80          | 75.47%                  | 80.81%              | 84.21%                                |
| #200                  |            | 2     | 0         | 0           | 2                   | 0                          | 0                     | 0                              | 2     | 0                          | 0                     | 0                         | 2           | 100.00%                 | 100.00%             | 100.00%                               |
| #201                  |            | 0     | 152       | 0           | 152                 | 22                         | 33                    | 1                              | 96    | 36                         | 15                    | 21                        | 60          | 61.86%                  | 62.50%              | 80.00%                                |
| #202                  |            | 3146  | 0         | 0           | 3146                | 253                        | 211                   | 19                             | 2663  | 416                        | 339                   | 77                        | 2247        | 79.15%                  | 84.38%              | 86.89%                                |
| #203                  |            | 0     | 0         | 9555        | 9555                | 122                        | 701                   | 16                             | 8716  | 400                        | 343                   | 57                        | 8316        | 94.70%                  | 95.41%              | 96.04%                                |
| #204                  |            | 335   | 0         | 0           | 335                 | 37                         | 27                    | 3                              | 268   | 53                         | 43                    | 10                        | 215         | 72.88%                  | 80.22%              | 83.33%                                |
| #205                  |            | 29    | 0         | 0           | 29                  | 4                          | 2                     | 0                              | 23    | 7                          | 7                     | 0                         | 16          | 59.26%                  | 69.57%              | 69.57%                                |
| #206                  |            | 1     | 0         | 0           | 1                   | 0                          | 1                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #207                  |            | 125   | 0         | 0           | 125                 | 15                         | 13                    | 2                              | 95    | 32                         | 23                    | 9                         | 63          | 62.38%                  | 66.32%              | 73.26%                                |
| #208                  |            | 32    | 0         | 0           | 32                  | 18                         | 2                     | 0                              | 12    | 9                          | 6                     | 3                         | 3           | 11.11%                  | 25.00%              | 33.33%                                |
| #209                  |            | 1036  | 0         | 0           | 1036                | 136                        | 39                    | 1                              | 860   | 57                         | 39                    | 18                        | 803         | 82.11%                  | 93.37%              | 95.37%                                |
| #210                  |            | 345   | 0         | 0           | 345                 | 5                          | 28                    | 0                              | 312   | 17                         | 12                    | 5                         | 295         | 94.55%                  | 94.55%              | 96.09%                                |
| #211                  |            | 105   | 0         | 0           | 105                 | 4                          | 2                     | 0                              | 99    | 6                          | 6                     | 0                         | 93          | 90.29%                  | 93.94%              | 93.94%                                |
| #212                  |            | 0     | 0         | 1370        | 1370                | 11                         | 122                   | 1                              | 1236  | 50                         | 46                    | 4                         | 1186        | 95.41%                  | 95.95%              | 96.27%                                |
| #213                  |            | 230   | 0         | 0           | 230                 | 11                         | 17                    | 2                              | 200   | 37                         | 35                    | 2                         | 163         | 77.99%                  | 81.50%              | 82.32%                                |
| #214                  |            | 23    | 0         | 0           | 23                  | 2                          | 3                     | 0                              | 18    | 3                          | 3                     | 0                         | 15          | 75.00%                  | 83.33%              | 83.33%                                |
| #215                  |            | 129   | 0         | 0           | 129                 | 5                          | 14                    | 1                              | 109   | 11                         | 10                    | 1                         | 98          | 86.73%                  | 89.91%              | 90.74%                                |
| #216                  |            | 1007  | 0         | 0           | 1007                | 73                         | 57                    | 1                              | 876   | 97                         | 85                    | 12                        | 779         | 83.14%                  | 88.93%              | 90.16%                                |
| #217                  |            | 13    | 0         | 0           | 13                  | 0                          | 1                     | 0                              | 12    | 1                          | 1                     | 0                         | 11          | 91.67%                  | 91.67%              | 91.67%                                |
| #218                  |            | 83    | 0         | 0           | 83                  | 4                          | 5                     | 0                              | 74    | 4                          | 4                     | 0                         | 70          | 89.74%                  | 94.59%              | 94.59%                                |
| #219                  |            | 0     | 0         | 1527        | 1527                | 104                        | 99                    | 5                              | 1319  | 211                        | 178                   | 33                        | 1108        | 79.71%                  | 84.00%              | 86.16%                                |
| #220                  |            | 3176  | 0         | 0           | 3176                | 284                        | 173                   | 17                             | 2702  | 737                        | 624                   | 113                       | 1965        | 68.40%                  | 72.72%              | 75.90%                                |
| #221                  |            | 0     | 2447      | 0           | 2447                | 239                        | 195                   | 1                              | 2012  | 827                        | 678                   | 149                       | 1185        | 56.37%                  | 58.90%              | 63.61%                                |
| #222                  |            | 2     | 0         | 0           | 2                   | 0                          | 1                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                               |
| #223                  |            | 49    | 0         | 0           | 49                  | 1                          | 5                     | 0                              | 43    | 6                          | 6                     | 0                         | 37          | 84.09%                  | 86.05%              | 86.05%                                |
| #224                  |            | 0     | 0         | 1787        | 1787                | 17                         | 330                   | 4                              | 1436  | 32                         | 30                    | 2                         | 1404        | 96.76%                  | 97.77%              | 97.91%                                |
| #225                  |            | 4     | 0         | 0           | 4                   | 0                          | 0                     | 0                              | 4     | 3                          | 3                     | 0                         | 1           | 25.00%                  | 25.00%              | 25.00%                                |
| #226                  |            | 574   | 0         | 0           | 574                 | 20                         | 38                    | 1                              | 515   | 39                         | 30                    | 9                         | 476         | 90.49%                  | 92.43%              | 94.07%                                |
| #227                  |            | 1     | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1     | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #228                  |            | 0     | 0         | 6           | 6                   | 2                          | 0                     | 0                              | 4     | 0                          | 0                     | 0                         | 4           | 66.67%                  | 100.00%             | 100.00%                               |

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| AGGREGATE ORDER TYPES |            |       |           |           |                     |                            |                       |                                |       |                            |                       |                           |             |                         |                     |                                       |
|-----------------------|------------|-------|-----------|-----------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|---------------------------------------|
| Company Info          |            |       |           |           |                     | LSR PR                     | OCESSING              |                                |       |                            |                       |                           |             | F                       | LOWTHROUG           | H                                     |
|                       |            |       |           |           |                     | LI                         | SOG                   |                                |       |                            |                       |                           |             |                         |                     |                                       |
|                       |            | Me    | echanized | Interface | Used                | Manual                     | Rejects               | Valid                          | ated  |                            | Errors                |                           |             |                         |                     |                                       |
| Name                  | RESH / OCN | LENS  | EDI       | TAG       | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Error<br>Excluded<br>Calculation |
| #229                  |            | 21    | 0         | 0         | 21                  | 2                          | 1                     | 0                              | 18    | 4                          | 4                     | 0                         | 14          | 70.00%                  | 77.78%              | 77.78%                                |
| #230                  |            | 0     | 0         | 485       | 485                 | 7                          | 76                    | 0                              | 402   | 7                          | 6                     | 1                         | 395         | 96.81%                  | 98.26%              | 98.50%                                |
| #231                  |            | 59    | 0         | 0         | 59                  | 6                          | 8                     | 1                              | 44    | 9                          | 6                     | 3                         | 35          | 74.47%                  | 79.55%              | 85.37%                                |
| #232                  |            | 463   | 0         | 0         | 463                 | 55                         | 24                    | 1                              | 383   | 61                         | 56                    | 5                         | 322         | 74.36%                  | 84.07%              | 85.19%                                |
| #233                  |            | 53    | 0         | 0         | 53                  | 3                          | 2                     | 0                              | 48    | 9                          | 9                     | 0                         | 39          | 76.47%                  | 81.25%              | 81.25%                                |
| #234                  |            | 323   | 0         | 0         | 323                 | 20                         | 10                    | 1                              | 292   | 19                         | 15                    | 4                         | 273         | 88.64%                  | 93.49%              | 94.79%                                |
| #235                  |            | 8     | 0         | 0         | 8                   | 0                          | 0                     | 0                              | 8     | 2                          | 1                     | 1                         | 6           | 85.71%                  | 75.00%              | 85.71%                                |
| #236                  |            | 101   | 0         | 0         | 101                 | 12                         | 3                     | 0                              | 86    | 7                          | 4                     | 3                         | 79          | 83.16%                  | 91.86%              | 95.18%                                |
| #237                  |            | 0     | 0         | 58        | 58                  | 2                          | 8                     | 0                              | 48    | 3                          | 3                     | 0                         | 45          | 90.00%                  | 93.75%              | 93.75%                                |
| #238                  |            | 170   | 0         | 0         | 170                 | 8                          | 5                     | 0                              | 157   | 28                         | 27                    | 1                         | 129         | 78.66%                  | 82.17%              | 82.69%                                |
| #239                  |            | 0     | 4162      | 0         | 4162                | 135                        | 804                   | 2                              | 3221  | 527                        | 385                   | 142                       | 2694        | 83.82%                  | 83.64%              | 87.50%                                |
| #240                  |            | 287   | 0         | 0         | 287                 | 40                         | 38                    | 4                              | 205   | 42                         | 35                    | 7                         | 163         | 68.49%                  | 79.51%              | 82.32%                                |
| #241                  |            | 26    | 0         | 0         | 26                  | 4                          | 7                     | 0                              | 15    | 5                          | 4                     | 1                         | 10          | 55.56%                  | 66.67%              | 71.43%                                |
| #242                  |            | 95    | 0         | 0         | 95                  | 4                          | 7                     | 0                              | 84    | 1                          | 1                     | 0                         | 83          | 94.32%                  | 98.81%              | 98.81%                                |
| #243                  |            | 10    | 0         | 0         | 10                  | 1                          | 2                     | 0                              | 7     | 1                          | 0                     | 1                         | 6           | 85.71%                  | 85.71%              | 100.00%                               |
| #244                  |            | 448   | 0         | 0         | 448                 | 29                         | 15                    | 1                              | 403   | 39                         | 33                    | 6                         | 364         | 85.45%                  | 90.32%              | 91.69%                                |
| #245                  |            | 3028  | 0         | 0         | 3028                | 440                        | 230                   | 7                              | 2351  | 375                        | 292                   | 83                        | 1976        | 72.97%                  | 84.05%              | 87.13%                                |
| #246                  |            | 27110 | 0         | 0         | 27110               | 3174                       | 2479                  | 63                             | 21394 | 2255                       | 1922                  | 333                       | 19139       | 78.97%                  | 89.46%              | 90.87%                                |
| #247                  |            | 50    | 0         | 0         | 50                  | 12                         | 7                     | 0                              | 31    | 21                         | 16                    | 5                         | 10          | 26.32%                  | 32.26%              | 38.46%                                |
| #248                  |            | 548   | 0         | 0         | 548                 | 47                         | 62                    | 4                              | 435   | 51                         | 41                    | 10                        | 384         | 81.36%                  | 88.28%              | 90.35%                                |
| #249                  |            | 387   | 0         | 0         | 387                 | 34                         | 22                    | 2                              | 329   | 71                         | 45                    | 26                        | 258         | 76.56%                  | 78.42%              | 85.15%                                |
| #250                  |            | 160   | 0         | 0         | 160                 | 15                         | 14                    | 0                              | 131   | 2                          | 2                     | 0                         | 129         | 88.36%                  | 98.47%              | 98.47%                                |
| #251                  |            | 60    | 0         | 0         | 60                  | 0                          | 3                     | 0                              | 57    | 1                          | 1                     | 0                         | 56          | 98.25%                  | 98.25%              | 98.25%                                |
| #252                  |            | 272   | 0         | 0         | 272                 | 6                          | 26                    | 0                              | 240   | 15                         | 12                    | 3                         | 225         | 92.59%                  | 93.75%              | 94.94%                                |
| #253                  |            | 122   | 0         | 0         | 122                 | 3                          | 7                     | 0                              | 112   | 6                          | 5                     | 1                         | 106         | 92.98%                  | 94.64%              | 95.50%                                |
| #254                  |            | 167   | 0         | 0         | 167                 | 9                          | 11                    | 3                              | 144   | 27                         | 26                    | 1                         | 117         | 76.97%                  | 81.25%              | 81.82%                                |
| #255                  |            | 89    | 0         | 0         | 89                  | 4                          | 11                    | 0                              | 74    | 5                          | 4                     | 1                         | 69          | 89.61%                  | 93.24%              | 94.52%                                |
| #256                  |            | 30    | 0         | 0         | 30                  | 3                          | 1                     | 1                              | 25    | 3                          | 2                     | 1                         | 22          | 81.48%                  | 88.00%              | 91.67%                                |
| #257                  |            | 2194  | 0         | 0         | 2194                | 90                         | 169                   | 6                              | 1929  | 171                        | 158                   | 13                        | 1758        | 87.64%                  | 91.14%              | 91.75%                                |
| #258                  |            | 0     | 2         | 0         | 2                   | 0                          | 2                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #259                  |            | 400   | 0         | 0         | 400                 | 46                         | 17                    | 1                              | 336   | 33                         | 25                    | 8                         | 303         | 81.02%                  | 90.18%              | 92.38%                                |
| #260                  |            | 18    | 0         | 0         | 18                  | 1                          | 8                     | 1                              | 8     | 3                          | 3                     | 0                         | 5           | 55.56%                  | 62.50%              | 62.50%                                |
| #261                  |            | 693   | 0         | 0         | 693                 | 33                         | 42                    | 1                              | 617   | 30                         | 22                    | 8                         | 587         | 91.43%                  | 95.14%              | 96.39%                                |
| #262                  |            | 1031  | 0         | 0         | 1031                | 111                        | 134                   | 8                              | 778   | 199                        | 180                   | 19                        | 579         | 66.55%                  | 74.42%              | 76.28%                                |
| #263                  |            | 56    | 0         | 0         | 56                  | 3                          | 7                     | 0                              | 46    | 10                         | 10                    | 0                         | 36          | 73.47%                  | 78.26%              | 78.26%                                |
| #264                  |            | 145   | 0         | 0         | 145                 | 6                          | 9                     | 0                              | 130   | 27                         | 24                    | 3                         | 103         | 77.44%                  | 79.23%              | 81.10%                                |
| #265                  |            | 0     | 12        | 0         | 12                  | 6                          | 1                     | 0                              | 5     | 3                          | 3                     | 0                         | 2           | 18.18%                  | 40.00%              | 40.00%                                |
| #266                  |            | 5     | 0         | 0         | 5                   | 0                          | 3                     | 0                              | 2     | 2                          | 2                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |

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| AGGREGATE ORDER TYPES |            |        |           |             |                     |                            |                       |                                |        |                            |                       |                           |             |                         |                     |                                       |
|-----------------------|------------|--------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|--------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|---------------------------------------|
| Company Info          |            |        |           |             |                     | LSR PR                     | OCESSING              |                                |        |                            |                       |                           |             | F                       | LOWTHROUG           | H                                     |
|                       |            |        |           |             |                     | LE                         | ESOG                  |                                |        |                            |                       |                           |             |                         |                     |                                       |
|                       |            | Me     | echanized | Interface I | Jsed                | Manual                     | Rejects               | Valid                          | ated   |                            | Errors                |                           |             |                         |                     |                                       |
| Name                  | RESH / OCN | LENS   | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's  | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Error<br>Excluded<br>Calculation |
| #267                  |            | 367    | 0         | 0           | 367                 | 15                         | 26                    | 0                              | 326    | 31                         | 28                    | 3                         | 295         | 87.28%                  | 90.49%              | 91.33%                                |
| #268                  |            | 49     | 0         | 0           | 49                  | 11                         | 7                     | 2                              | 29     | 11                         | 10                    | 1                         | 18          | 46.15%                  | 62.07%              | 64.29%                                |
| #269                  |            | 3261   | 0         | 0           | 3261                | 265                        | 254                   | 9                              | 2733   | 216                        | 159                   | 57                        | 2517        | 85.58%                  | 92.10%              | 94.06%                                |
| #270                  |            | 42     | 0         | 0           | 42                  | 2                          | 12                    | 6                              | 22     | 10                         | 8                     | 2                         | 12          | 54.55%                  | 54.55%              | 60.00%                                |
| #271                  |            | 1      | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1      | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                               |
| #272                  |            | 1395   | 0         | 0           | 1395                | 123                        | 91                    | 8                              | 1173   | 111                        | 81                    | 30                        | 1062        | 83.89%                  | 90.54%              | 92.91%                                |
| #273                  |            | 36     | 0         | 0           | 36                  | 0                          | 5                     | 0                              | 31     | 9                          | 6                     | 3                         | 22          | 78.57%                  | 70.97%              | 78.57%                                |
| #274                  |            | 1      | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1      | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                               |
| #275                  |            | 1221   | 0         | 0           | 1221                | 132                        | 48                    | 7                              | 1034   | 214                        | 192                   | 22                        | 820         | 71.68%                  | 79.30%              | 81.03%                                |
| LENS Subtotal         |            | 166308 | 0         | 0           | 166308              | 13849                      | 14141                 | 489                            | 137829 | 20762                      | 16267                 | 4495                      | 117067      | 79.54%                  | 84.94%              | 87.80%                                |
| EDI Subtotal          |            | 0      | 33014     | 0           | 33014               | 1036                       | 5964                  | 15                             | 25999  | 5759                       | 4313                  | 1446                      | 20240       | 79.10%                  | 77.85%              | 82.43%                                |
| TAG Subtotal          |            | 0      | 0         | 28697       | 28697               | 847                        | 2661                  | 134                            | 25055  | 2871                       | 2155                  | 716                       | 22184       | 88.08%                  | 88.54%              | 91.15%                                |
| TOTAL INTERFACES      |            | 166308 | 33014     | 28697       | 228019              | 15732                      | 22766                 | 638                            | 188883 | 29392                      | 22735                 | 6657                      | 159491      | 80.57%                  | 84.44%              | 87.52%                                |

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| AGGREGATE ORDER TYPES |            |          |           |           |                     |                            |                       |                                |       |                            |                       |                           |             |                         |                     |                                       |
|-----------------------|------------|----------|-----------|-----------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|---------------------------------------|
| Company Info          |            | <u> </u> |           |           |                     | LSR PR                     | OCESSING              |                                |       |                            |                       |                           |             | F                       | LOWTHROUG           | iH                                    |
| Company mic           |            |          |           |           |                     |                            | SOG                   |                                |       |                            |                       |                           |             | ·                       | I                   |                                       |
|                       |            | Me       | echanized | Interface | Used                | Manual                     | Rejects               | Valid                          | ated  |                            | Errors                |                           |             |                         |                     |                                       |
| Nama                  | RESH / OCN |          | EDI       | TAG       | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Error<br>Excluded<br>Calculation |
| Name                  | KESH / OCN | -        |           |           |                     |                            |                       | ,                              |       |                            |                       |                           |             |                         |                     |                                       |
| #1<br>#2              |            | 1        | 0         | 0         | 1                   | 0                          | 0                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                               |
|                       |            |          | 0         |           |                     |                            | _                     | _                              | ,     | 0                          |                       |                           | -           | 100.00%                 | 100.00%             | 100.00%                               |
| #3<br>#4              |            | 1<br>19  | 0         | 0         | 1 19                | 0                          | 6                     | 0                              | 1 13  | 0                          | 0<br>10               | 0                         | 1 2         | 100.00%                 | 100.00%             | 100.00%                               |
| #4<br>#5              |            | 0        | 0         | 2         | 2                   | 0                          | 0                     | 0                              | 2     | 1                          | 10                    | 0                         | 1           | 16.67%<br>50.00%        | 15.38%<br>50.00%    | 16.67%<br>50.00%                      |
| #5<br>#6              |            | 5        | 0         | 0         | 5                   | 0                          | 1                     |                                | 3     | 2                          | 2                     | 0                         | 1           |                         | 33.33%              | 33.33%                                |
| #6<br>#7              |            |          | _         |           |                     | 2                          |                       | 1                              |       | 3                          |                       | 2                         | +           | 33.33%                  |                     |                                       |
| #7<br>#8              |            | 1        | 0         | 10        | 10                  | 0                          | 0                     | 0                              | 8     | 0                          | 0                     | 0                         | 5           | 62.50%                  | 62.50%              | 83.33%                                |
| #8                    |            | 76       | 0         | 0         | 76                  | 5                          | 15                    | 2                              | 54    | 31                         | 28                    | 3                         | 23          | 100.00%                 | 100.00%             | 100.00%                               |
| #9<br>#10             |            | 0        | 0         | 4         | 4                   | 0                          | 3                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 41.07%<br>100.00%       | 42.59%<br>100.00%   | 45.10%<br>100.00%                     |
| #11                   |            | 0        | 0         | 10        | 10                  | 0                          | 1                     | 0                              | 9     | 6                          | 4                     | 2                         | 3           | 42.86%                  | 33.33%              | 42.86%                                |
| #12                   |            | 0        | 11        | 0         | 11                  | 0                          | 5                     | 0                              | 6     | 3                          | 3                     | 0                         | 3           | 50.00%                  | 50.00%              | 50.00%                                |
| #13                   |            | 0        | 0         | 2         | 2                   | 0                          | 0                     | 0                              | 2     | 1                          | 1                     | 0                         | 1           | 50.00%                  | 50.00%              | 50.00%                                |
| #14                   |            | 0        | 0         | 3         | 3                   | 0                          | 0                     | 0                              | 3     | 1                          | 1                     | 0                         | 2           | 66.67%                  | 66.67%              | 66.67%                                |
| #15                   |            | 6        | 0         | 0         | 6                   | 1                          | 0                     | 0                              | 5     | 1                          | 1                     | 0                         | 4           | 66.67%                  | 80.00%              | 80.00%                                |
| #16                   |            | 5        | 0         | 0         | 5                   | 2                          | 0                     | 0                              | 3     | 2                          | 2                     | 0                         | 1           | 20.00%                  | 33.33%              | 33.33%                                |
| #17                   |            | 2        | 0         | 0         | 2                   | 0                          | 1                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                               |
| #18                   |            | 12       | 0         | 0         | 12                  | 1                          | 6                     | 0                              | 5     | 1                          | 1                     | 0                         | 4           | 66.67%                  | 80.00%              | 80.00%                                |
| #19                   |            | 57       | 0         | 0         | 57                  | 8                          | 14                    | 0                              | 35    | 14                         | 8                     | 6                         | 21          | 56.76%                  | 60.00%              | 72.41%                                |
| #20                   |            | 1        | 0         | 0         | 1                   | 0                          | 0                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                               |
| #21                   |            | 1        | 0         | 0         | 1                   | 0                          | 0                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                               |
| #22                   |            | 0        | 0         | 15        | 15                  | 11                         | 2                     | 0                              | 2     | 1                          | 0                     | 1                         | 1           | 8.33%                   | 50.00%              | 100.00%                               |
| #23                   |            | 34       | 0         | 0         | 34                  | 3                          | 12                    | 1                              | 18    | 5                          | 3                     | 2                         | 13          | 68.42%                  | 72.22%              | 81.25%                                |
| #24                   |            | 2        | 0         | 0         | 2                   | 0                          | 1                     | 0                              | 1     | 1                          | 0                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #25                   |            | 24       | 0         | 0         | 24                  | 3                          | 0                     | 5                              | 16    | 13                         | 4                     | 9                         | 3           | 30.00%                  | 18.75%              | 42.86%                                |
| #26                   |            | 4        | 0         | 0         | 4                   | 0                          | 3                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                               |
| #27                   |            | 0        | 0         | 2         | 2                   | 1                          | 0                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 50.00%                  | 100.00%             | 100.00%                               |
| #28                   |            | 28       | 0         | 0         | 28                  | 4                          | 5                     | 0                              | 19    | 7                          | 4                     | 3                         | 12          | 60.00%                  | 63.16%              | 75.00%                                |
| #29                   |            | 10       | 0         | 0         | 10                  | 3                          | 1                     | 0                              | 6     | 2                          | 2                     | 0                         | 4           | 44.44%                  | 66.67%              | 66.67%                                |
| #30                   |            | 2        | 0         | 0         | 2                   | 0                          | 0                     | 0                              | 2     | 0                          | 0                     | 0                         | 2           | 100.00%                 | 100.00%             | 100.00%                               |
| #31                   |            | 4        | 0         | 0         | 4                   | 1                          | 3                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #32                   |            | 1        | 0         | 0         | 1                   | 0                          | 0                     | 0                              | 1     | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #33                   |            | 2        | 0         | 0         | 2                   | 0                          | 1                     | 0                              | 1     | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #34                   |            | 17       | 0         | 0         | 17                  | 3                          | 4                     | 0                              | 10    | 5                          | 3                     | 2                         | 5           | 45.45%                  | 50.00%              | 62.50%                                |
| #35                   |            | 6        | 0         | 0         | 6                   | 0                          | 2                     | 1                              | 3     | 1                          | 1                     | 0                         | 2           | 66.67%                  | 66.67%              | 66.67%                                |
| #36                   |            | 2        | 0         | 0         | 2                   | 0                          | 0                     | 0                              | 2     | 1                          | 1                     | 0                         | 1           | 50.00%                  | 50.00%              | 50.00%                                |
| #37                   |            | 37       | 0         | 0         | 37                  | 5                          | 8                     | 4                              | 20    | 10                         | 8                     | 2                         | 10          | 43.48%                  | 50.00%              | 55.56%                                |
| #38                   |            | 2        | 0         | 0         | 2                   | 0                          | 0                     | 0                              | 2     | 1                          | 1                     | 0                         | 1           | 50.00%                  | 50.00%              | 50.00%                                |

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| AGGREGATE ORDER TYPES |            |      |           |           |                     |                            |                       |                                |       |                            |                       |                           |             |                         |                     |                                       |
|-----------------------|------------|------|-----------|-----------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|---------------------------------------|
| Company Info          |            |      |           |           |                     | LSR PR                     | OCESSING              |                                |       |                            |                       |                           |             | F                       | LOWTHROUG           | Н                                     |
| . ,                   |            |      |           |           |                     | LI                         | ESOG                  |                                |       |                            |                       |                           |             |                         |                     |                                       |
|                       |            | Me   | echanized | Interface | Used                | Manual                     | Rejects               | Valid                          | ated  |                            | Errors                |                           |             |                         |                     |                                       |
| Name                  | RESH / OCN | LENS | EDI       | TAG       | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Error<br>Excluded<br>Calculation |
| #39                   |            | 13   | 0         | 0         | 13                  | 1                          | 6                     | 0                              | 6     | 1                          | 1                     | 0                         | 5           | 71.43%                  | 83.33%              | 83.33%                                |
| #40                   |            | 1    | 0         | 0         | 1                   | 0                          | 0                     | 0                              | 1     | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #41                   |            | 5    | 0         | 0         | 5                   | 0                          | 0                     | 0                              | 5     | 1                          | 1                     | 0                         | 4           | 80.00%                  | 80.00%              | 80.00%                                |
| #42                   |            | 0    | 0         | 1         | 1                   | 0                          | 0                     | 0                              | 1     | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #43                   |            | 9    | 0         | 0         | 9                   | 0                          | 2                     | 0                              | 7     | 3                          | 2                     | 1                         | 4           | 66.67%                  | 57.14%              | 66.67%                                |
| #44                   |            | 7    | 0         | 0         | 7                   | 0                          | 1                     | 0                              | 6     | 2                          | 1                     | 1                         | 4           | 80.00%                  | 66.67%              | 80.00%                                |
| #45                   |            | 2    | 0         | 0         | 2                   | 0                          | 0                     | 0                              | 2     | 0                          | 0                     | 0                         | 2           | 100.00%                 | 100.00%             | 100.00%                               |
| #46                   |            | 1    | 0         | 0         | 1                   | 0                          | 1                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #47                   |            | 3    | 0         | 0         | 3                   | 1                          | 0                     | 0                              | 2     | 1                          | 0                     | 1                         | 1           | 50.00%                  | 50.00%              | 100.00%                               |
| #48                   |            | 4    | 0         | 0         | 4                   | 1                          | 0                     | 0                              | 3     | 0                          | 0                     | 0                         | 3           | 75.00%                  | 100.00%             | 100.00%                               |
| #49                   |            | 6    | 0         | 0         | 6                   | 2                          | 0                     | 0                              | 4     | 0                          | 0                     | 0                         | 4           | 66.67%                  | 100.00%             | 100.00%                               |
| #50                   |            | 7    | 0         | 0         | 7                   | 1                          | 0                     | 1                              | 5     | 2                          | 0                     | 2                         | 3           | 75.00%                  | 60.00%              | 100.00%                               |
| #51                   |            | 27   | 0         | 0         | 27                  | 16                         | 2                     | 0                              | 9     | 7                          | 6                     | 1                         | 2           | 8.33%                   | 22.22%              | 25.00%                                |
| #52                   |            | 18   | 0         | 0         | 18                  | 1                          | 3                     | 0                              | 14    | 3                          | 3                     | 0                         | 11          | 73.33%                  | 78.57%              | 78.57%                                |
| #53                   |            | 10   | 0         | 0         | 10                  | 3                          | 1                     | 0                              | 6     | 3                          | 3                     | 0                         | 3           | 33.33%                  | 50.00%              | 50.00%                                |
| #54                   |            | 0    | 0         | 1         | 1                   | 0                          | 0                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                               |
| #55                   |            | 35   | 0         | 0         | 35                  | 0                          | 4                     | 1                              | 30    | 12                         | 7                     | 5                         | 18          | 72.00%                  | 60.00%              | 72.00%                                |
| #56                   |            | 1    | 0         | 0         | 1                   | 0                          | 0                     | 0                              | 1     | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #57                   |            | 6    | 0         | 0         | 6                   | 0                          | 0                     | 0                              | 6     | 2                          | 0                     | 2                         | 4           | 100.00%                 | 66.67%              | 100.00%                               |
| #58                   |            | 12   | 0         | 0         | 12                  | 0                          | 0                     | 0                              | 12    | 4                          | 4                     | 0                         | 8           | 66.67%                  | 66.67%              | 66.67%                                |
| #59                   |            | 23   | 0         | 0         | 23                  | 3                          | 3                     | 0                              | 17    | 9                          | 8                     | 1                         | 8           | 42.11%                  | 47.06%              | 50.00%                                |
| #60                   |            | 9    | 0         | 0         | 9                   | 1                          | 1                     | 0                              | 7     | 3                          | 3                     | 0                         | 4           | 50.00%                  | 57.14%              | 57.14%                                |
| #61                   |            | 14   | 0         | 0         | 14                  | 2                          | 1                     | 0                              | 11    | 2                          | 0                     | 2                         | 9           | 81.82%                  | 81.82%              | 100.00%                               |
| #62                   |            | 70   | 0         | 0         | 70                  | 18                         | 1                     | 4                              | 47    | 25                         | 22                    | 3                         | 22          | 35.48%                  | 46.81%              | 50.00%                                |
| #63                   |            | 4    | 0         | 0         | 4                   | 1                          | 1                     | 0                              | 2     | 2                          | 2                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #64                   |            | 3    | 0         | 0         | 3                   | 1                          | 0                     | 0                              | 2     | 0                          | 0                     | 0                         | 2           | 66.67%                  | 100.00%             | 100.00%                               |
| #65                   |            | 44   | 0         | 0         | 44                  | 13                         | 8                     | 2                              | 21    | 12                         | 12                    | 0                         | 9           | 26.47%                  | 42.86%              | 42.86%                                |
| #66                   |            | 21   | 0         | 0         | 21                  | 5                          | 6                     | 1                              | 9     | 4                          | 4                     | 0                         | 5           | 35.71%                  | 55.56%              | 55.56%                                |
| #67                   |            | 45   | 0         | 0         | 45                  | 13                         | 3                     | 0                              | 29    | 16                         | 13                    | 3                         | 13          | 33.33%                  | 44.83%              | 50.00%                                |
| #68                   |            | 8    | 0         | 0         | 8                   | 4                          | 0                     | 0                              | 4     | 1                          | 1                     | 0                         | 3           | 37.50%                  | 75.00%              | 75.00%                                |
| #69                   |            | 0    | 0         | 11        | 11                  | 10                         | 0                     | 0                              | 1     | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #70                   |            | 62   | 0         | 0         | 62                  | 6                          | 8                     | 0                              | 48    | 12                         | 11                    | 1                         | 36          | 67.92%                  | 75.00%              | 76.60%                                |
| #71                   |            | 20   | 0         | 0         | 20                  | 0                          | 4                     | 0                              | 16    | 6                          | 5                     | 1                         | 10          | 66.67%                  | 62.50%              | 66.67%                                |
| #72                   |            | 32   | 0         | 0         | 32                  | 2                          | 4                     | 1                              | 25    | 11                         | 11                    | 0                         | 14          | 51.85%                  | 56.00%              | 56.00%                                |
| #73                   |            | 28   | 0         | 0         | 28                  | 2                          | 0                     | 0                              | 26    | 6                          | 5                     | 1                         | 20          | 74.07%                  | 76.92%              | 80.00%                                |
| #74                   |            | 2    | 0         | 0         | 2                   | 0                          | 1                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                               |
| #75                   |            | 4    | 0         | 0         | 4                   | 0                          | 2                     | 1                              | 1     | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #76                   |            | 25   | 0         | 0         | 25                  | 11                         | 3                     | 0                              | 11    | 4                          | 4                     | 0                         | 7           | 31.82%                  | 63.64%              | 63.64%                                |

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| AGGREGATE ORDER TYPES |            |      |           |           |                     |                            |                       |                                |       |                            |                       |                           |             |                         |                     |                                       |
|-----------------------|------------|------|-----------|-----------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|---------------------------------------|
| Company Info          |            |      |           |           |                     | LSR PR                     | OCESSING              |                                |       |                            |                       |                           |             | F                       | LOWTHROUG           | H                                     |
| ,                     |            |      |           |           |                     |                            | ESOG                  |                                |       |                            |                       |                           |             |                         |                     |                                       |
|                       |            | Me   | echanized | Interface | Used                | Manual                     | Rejects               | Valid                          | ated  |                            | Errors                |                           |             |                         |                     |                                       |
| Name                  | RESH / OCN | LENS | EDI       | TAG       | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Error<br>Excluded<br>Calculation |
| #77                   |            | 36   | 0         | 0         | 36                  | 8                          | 1                     | 0                              | 27    | 12                         | 10                    | 2                         | 15          | 45.45%                  | 55.56%              | 60.00%                                |
| #78                   |            | 33   | 0         | 0         | 33                  | 7                          | 1                     | 0                              | 25    | 22                         | 19                    | 3                         | 3           | 10.34%                  | 12.00%              | 13.64%                                |
| #79                   |            | 0    | 0         | 1         | 1                   | 0                          | 0                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                               |
| #80                   |            | 1    | 0         | 0         | 1                   | 0                          | 0                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                               |
| #81                   |            | 9    | 0         | 0         | 9                   | 2                          | 3                     | 1                              | 3     | 2                          | 2                     | 0                         | 1           | 20.00%                  | 33.33%              | 33.33%                                |
| #82                   |            | 0    | 0         | 22        | 22                  | 0                          | 6                     | 0                              | 16    | 12                         | 11                    | 1                         | 4           | 26.67%                  | 25.00%              | 26.67%                                |
| #83                   |            | 0    | 0         | 1         | 1                   | 1                          | 0                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #84                   |            | 18   | 0         | 0         | 18                  | 7                          | 5                     | 0                              | 6     | 2                          | 2                     | 0                         | 4           | 30.77%                  | 66.67%              | 66.67%                                |
| #85                   |            | 24   | 0         | 0         | 24                  | 13                         | 4                     | 1                              | 6     | 5                          | 5                     | 0                         | 1           | 5.26%                   | 16.67%              | 16.67%                                |
| #86                   |            | 14   | 0         | 0         | 14                  | 2                          | 2                     | 0                              | 10    | 2                          | 1                     | 1                         | 8           | 72.73%                  | 80.00%              | 88.89%                                |
| #87                   |            | 43   | 0         | 0         | 43                  | 5                          | 7                     | 0                              | 31    | 7                          | 7                     | 0                         | 24          | 66.67%                  | 77.42%              | 77.42%                                |
| #88                   |            | 215  | 0         | 0         | 215                 | 21                         | 32                    | 7                              | 155   | 71                         | 52                    | 19                        | 84          | 53.50%                  | 54.19%              | 61.76%                                |
| #89                   |            | 38   | 0         | 0         | 38                  | 4                          | 10                    | 0                              | 24    | 14                         | 11                    | 3                         | 10          | 40.00%                  | 41.67%              | 47.62%                                |
| #90                   |            | 155  | 0         | 0         | 155                 | 18                         | 40                    | 2                              | 95    | 57                         | 48                    | 9                         | 38          | 36.54%                  | 40.00%              | 44.19%                                |
| #91                   |            | 4    | 0         | 0         | 4                   | 0                          | 2                     | 0                              | 2     | 1                          | 1                     | 0                         | 1           | 50.00%                  | 50.00%              | 50.00%                                |
| #92                   |            | 1    | 0         | 0         | 1                   | 0                          | 1                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #93                   |            | 1499 | 0         | 0         | 1499                | 226                        | 273                   | 17                             | 983   | 522                        | 393                   | 129                       | 461         | 42.69%                  | 46.90%              | 53.98%                                |
| #94                   |            | 0    | 0         | 32        | 32                  | 3                          | 17                    | 0                              | 12    | 9                          | 7                     | 2                         | 3           | 23.08%                  | 25.00%              | 30.00%                                |
| #95                   |            | 117  | 0         | 0         | 117                 | 22                         | 19                    | 0                              | 76    | 37                         | 33                    | 4                         | 39          | 41.49%                  | 51.32%              | 54.17%                                |
| #96                   |            | 0    | 0         | 5         | 5                   | 1                          | 1                     | 0                              | 3     | 0                          | 0                     | 0                         | 3           | 75.00%                  | 100.00%             | 100.00%                               |
| #97                   |            | 8    | 0         | 0         | 8                   | 4                          | 0                     | 0                              | 4     | 2                          | 2                     | 0                         | 2           | 25.00%                  | 50.00%              | 50.00%                                |
| #98                   |            | 11   | 0         | 0         | 11                  | 0                          | 2                     | 2                              | 7     | 2                          | 1                     | 1                         | 5           | 83.33%                  | 71.43%              | 83.33%                                |
| #99                   |            | 61   | 0         | 0         | 61                  | 20                         | 5                     | 2                              | 34    | 14                         | 12                    | 2                         | 20          | 38.46%                  | 58.82%              | 62.50%                                |
| #100                  |            | 6    | 0         | 0         | 6                   | 1                          | 0                     | 0                              | 5     | 1                          | 1                     | 0                         | 4           | 66.67%                  | 80.00%              | 80.00%                                |
| #101                  |            | 0    | 0         | 7         | 7                   | 0                          | 3                     | 0                              | 4     | 1                          | 1                     | 0                         | 3           | 75.00%                  | 75.00%              | 75.00%                                |
| #102                  |            | 34   | 0         | 0         | 34                  | 8                          | 2                     | 0                              | 24    | 6                          | 4                     | 2                         | 18          | 60.00%                  | 75.00%              | 81.82%                                |
| #103                  |            | 0    | 0         | 51        | 51                  | 25                         | 6                     | 0                              | 20    | 13                         | 10                    | 3                         | 7           | 16.67%                  | 35.00%              | 41.18%                                |
| #104                  |            | 41   | 0         | 0         | 41                  | 4                          | 2                     | 0                              | 35    | 11                         | 11                    | 0                         | 24          | 61.54%                  | 68.57%              | 68.57%                                |
| #105                  |            | 6    | 0         | 0         | 6                   | 0                          | 3                     | 0                              | 3     | 1                          | 1                     | 0                         | 2           | 66.67%                  | 66.67%              | 66.67%                                |
| #106                  |            | 2    | 0         | 0         | 2                   | 1                          | 1                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #107                  |            | 3    | 0         | 0         | 3                   | 0                          | 0                     | 0                              | 3     | 1                          | 1                     | 0                         | 2           | 66.67%                  | 66.67%              | 66.67%                                |
| #108                  |            | 1    | 0         | 0         | 1                   | 1                          | 0                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #109                  |            | 4    | 0         | 0         | 4                   | 0                          | 0                     | 0                              | 4     | 0                          | 0                     | 0                         | 4           | 100.00%                 | 100.00%             | 100.00%                               |
| #110                  |            | 1    | 0         | 0         | 1                   | 0                          | 1                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #111                  |            | 13   | 0         | 0         | 13                  | 3                          | 0                     | 1                              | 9     | 5                          | 3                     | 2                         | 4           | 40.00%                  | 44.44%              | 57.14%                                |
| #112                  |            | 26   | 0         | 0         | 26                  | 2                          | 3                     | 0                              | 21    | 14                         | 7                     | 7                         | 7           | 43.75%                  | 33.33%              | 50.00%                                |
| #113                  |            | 0    | 14        | 0         | 14                  | 11                         | 0                     | 0                              | 3     | 3                          | 1                     | 2                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #114                  |            | 52   | 0         | 0         | 52                  | 30                         | 5                     | 1                              | 16    | 6                          | 3                     | 3                         | 10          | 23.26%                  | 62.50%              | 76.92%                                |

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| AGGREGATE ORDER TYPES |            |      |           |           |                     |                            |                       |                                |       |                            |                       |                           |             |                         |                     |                                       |
|-----------------------|------------|------|-----------|-----------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|---------------------------------------|
| Company Info          |            |      |           |           |                     | LSR PR                     | OCESSING              |                                |       |                            |                       |                           |             | F                       | LOWTHROUG           | Н                                     |
|                       |            |      |           |           |                     | LI                         | SOG                   |                                |       |                            |                       |                           |             |                         |                     |                                       |
|                       |            | Me   | echanized | Interface | Used                | Manual                     | Rejects               | Valid                          | ated  |                            | Errors                |                           |             |                         |                     |                                       |
| Name                  | RESH / OCN | LENS | EDI       | TAG       | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Error<br>Excluded<br>Calculation |
| #115                  |            | 0    | 0         | 136       | 136                 | 75                         | 25                    | 3                              | 33    | 23                         | 19                    | 4                         | 10          | 9.62%                   | 30.30%              | 34.48%                                |
| #116                  |            | 384  | 0         | 0         | 384                 | 93                         | 23                    | 10                             | 258   | 129                        | 102                   | 27                        | 129         | 39.81%                  | 50.00%              | 55.84%                                |
| #117                  |            | 1    | 0         | 0         | 1                   | 0                          | 0                     | 0                              | 1     | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #118                  |            | 6    | 0         | 0         | 6                   | 4                          | 1                     | 0                              | 1     | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #119                  |            | 2    | 0         | 0         | 2                   | 2                          | 0                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #120                  |            | 2    | 0         | 0         | 2                   | 2                          | 0                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #121                  |            | 49   | 0         | 0         | 49                  | 4                          | 8                     | 1                              | 36    | 19                         | 14                    | 5                         | 17          | 48.57%                  | 47.22%              | 54.84%                                |
| #122                  |            | 58   | 0         | 0         | 58                  | 12                         | 3                     | 0                              | 43    | 14                         | 12                    | 2                         | 29          | 54.72%                  | 67.44%              | 70.73%                                |
| #123                  |            | 577  | 0         | 0         | 577                 | 63                         | 64                    | 8                              | 442   | 277                        | 127                   | 150                       | 165         | 46.48%                  | 37.33%              | 56.51%                                |
| #124                  |            | 7    | 0         | 0         | 7                   | 1                          | 0                     | 0                              | 6     | 4                          | 4                     | 0                         | 2           | 28.57%                  | 33.33%              | 33.33%                                |
| #125                  |            | 4    | 0         | 0         | 4                   | 0                          | 1                     | 0                              | 3     | 1                          | 1                     | 0                         | 2           | 66.67%                  | 66.67%              | 66.67%                                |
| #126                  |            | 2    | 0         | 0         | 2                   | 0                          | 0                     | 0                              | 2     | 0                          | 0                     | 0                         | 2           | 100.00%                 | 100.00%             | 100.00%                               |
| #127                  |            | 1    | 0         | 0         | 1                   | 1                          | 0                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #128                  |            | 0    | 0         | 11        | 11                  | 2                          | 4                     | 0                              | 5     | 1                          | 0                     | 1                         | 4           | 66.67%                  | 80.00%              | 100.00%                               |
| #129                  |            | 17   | 0         | 0         | 17                  | 5                          | 0                     | 0                              | 12    | 6                          | 2                     | 4                         | 6           | 46.15%                  | 50.00%              | 75.00%                                |
| #130                  |            | 15   | 0         | 0         | 15                  | 8                          | 0                     | 0                              | 7     | 6                          | 5                     | 1                         | 1           | 7.14%                   | 14.29%              | 16.67%                                |
| #131                  |            | 3    | 0         | 0         | 3                   | 0                          | 1                     | 0                              | 2     | 0                          | 0                     | 0                         | 2           | 100.00%                 | 100.00%             | 100.00%                               |
| #132                  |            | 10   | 0         | 0         | 10                  | 5                          | 0                     | 1                              | 4     | 2                          | 0                     | 2                         | 2           | 28.57%                  | 50.00%              | 100.00%                               |
| #133                  |            | 571  | 0         | 0         | 571                 | 116                        | 45                    | 5                              | 405   | 188                        | 152                   | 36                        | 217         | 44.74%                  | 53.58%              | 58.81%                                |
| #134                  |            | 2    | 0         | 0         | 2                   | 0                          | 0                     | 0                              | 2     | 0                          | 0                     | 0                         | 2           | 100.00%                 | 100.00%             | 100.00%                               |
| #135                  |            | 0    | 0         | 3         | 3                   | 0                          | 0                     | 0                              | 3     | 0                          | 0                     | 0                         | 3           | 100.00%                 | 100.00%             | 100.00%                               |
| #136                  |            | 61   | 0         | 0         | 61                  | 20                         | 5                     | 0                              | 36    | 12                         | 10                    | 2                         | 24          | 44.44%                  | 66.67%              | 70.59%                                |
| #137                  |            | 0    | 504       | 0         | 504                 | 238                        | 88                    | 6                              | 172   | 59                         | 41                    | 18                        | 113         | 28.83%                  | 65.70%              | 73.38%                                |
| #138                  |            | 78   | 0         | 0         | 78                  | 19                         | 8                     | 0                              | 51    | 16                         | 13                    | 3                         | 35          | 52.24%                  | 68.63%              | 72.92%                                |
| #139                  |            | 0    | 0         | 33        | 33                  | 10                         | 10                    | 0                              | 13    | 2                          | 2                     | 0                         | 11          | 47.83%                  | 84.62%              | 84.62%                                |
| #140                  |            | 57   | 0         | 0         | 57                  | 16                         | 11                    | 1                              | 29    | 13                         | 8                     | 5                         | 16          | 40.00%                  | 55.17%              | 66.67%                                |
| #141                  |            | 367  | 0         | 0         | 367                 | 27                         | 36                    | 8                              | 296   | 104                        | 91                    | 13                        | 192         | 61.94%                  | 64.86%              | 67.84%                                |
| #142                  |            | 106  | 0         | 0         | 106                 | 15                         | 5                     | 2                              | 84    | 35                         | 24                    | 11                        | 49          | 55.68%                  | 58.33%              | 67.12%                                |
| #143                  |            | 22   | 0         | 0         | 22                  | 5                          | 9                     | 1                              | 7     | 6                          | 5                     | 1                         | 1           | 9.09%                   | 14.29%              | 16.67%                                |
| #144                  |            | 861  | 0         | 0         | 861                 | 202                        | 103                   | 10                             | 546   | 254                        | 201                   | 53                        | 292         | 42.01%                  | 53.48%              | 59.23%                                |
| #145                  |            | 13   | 0         | 0         | 13                  | 7                          | 1                     | 0                              | 5     | 5                          | 5                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #146                  |            | 2    | 0         | 0         | 2                   | 0                          | 0                     | 0                              | 2     | 0                          | 0                     | 0                         | 2           | 100.00%                 | 100.00%             | 100.00%                               |
| #147                  |            | 104  | 0         | 0         | 104                 | 30                         | 10                    | 2                              | 62    | 37                         | 29                    | 8                         | 25          | 29.76%                  | 40.32%              | 46.30%                                |
| #148                  |            | 18   | 0         | 0         | 18                  | 2                          | 2                     | 0                              | 14    | 9                          | 9                     | 0                         | 5           | 31.25%                  | 35.71%              | 35.71%                                |
| #149                  |            | 15   | 0         | 0         | 15                  | 6                          | 1                     | 0                              | 8     | 5                          | 4                     | 1                         | 3           | 23.08%                  | 37.50%              | 42.86%                                |
| #150                  |            | 22   | 0         | 0         | 22                  | 2                          | 8                     | 3                              | 9     | 8                          | 5                     | 3                         | 1           | 12.50%                  | 11.11%              | 16.67%                                |
| #151                  |            | 5    | 0         | 0         | 5                   | 3                          | 0                     | 0                              | 2     | 0                          | 0                     | 0                         | 2           | 40.00%                  | 100.00%             | 100.00%                               |
| #152                  |            | 99   | 0         | 0         | 99                  | 22                         | 11                    | 0                              | 66    | 28                         | 24                    | 4                         | 38          | 45.24%                  | 57.58%              | 61.29%                                |

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| AGGREGATE ORDER TYPES |            |      |           |           |                     |                            |                       |                                |       |                            |                       |                           |             |                         |                     |                                       |
|-----------------------|------------|------|-----------|-----------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|---------------------------------------|
| Company Info          |            |      |           |           |                     | LSR PR                     | OCESSING              |                                |       |                            |                       |                           |             | F                       | LOWTHROUG           | Н                                     |
| · ·                   |            |      |           |           |                     | LI                         | ESOG                  |                                |       |                            |                       |                           |             |                         |                     |                                       |
|                       |            | Me   | echanized | Interface | Used                | Manual                     | Rejects               | Valid                          | ated  |                            | Errors                |                           |             |                         |                     |                                       |
| Name                  | RESH / OCN | LENS | EDI       | TAG       | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Error<br>Excluded<br>Calculation |
| #153                  |            | 1    | 0         | 0         | 1                   | 1                          | 0                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #154                  |            | 0    | 0         | 7         | 7                   | 4                          | 0                     | 0                              | 3     | 1                          | 1                     | 0                         | 2           | 28.57%                  | 66.67%              | 66.67%                                |
| #155                  |            | 8    | 0         | 0         | 8                   | 0                          | 2                     | 2                              | 4     | 3                          | 2                     | 1                         | 1           | 33.33%                  | 25.00%              | 33.33%                                |
| #156                  |            | 1    | 0         | 0         | 1                   | 0                          | 0                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                               |
| #157                  |            | 3    | 0         | 0         | 3                   | 1                          | 1                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 50.00%                  | 100.00%             | 100.00%                               |
| #158                  |            | 38   | 0         | 0         | 38                  | 7                          | 0                     | 0                              | 31    | 6                          | 6                     | 0                         | 25          | 65.79%                  | 80.65%              | 80.65%                                |
| #159                  |            | 0    | 0         | 92        | 92                  | 15                         | 30                    | 5                              | 42    | 40                         | 35                    | 5                         | 2           | 3.85%                   | 4.76%               | 5.41%                                 |
| #160                  |            | 871  | 0         | 0         | 871                 | 262                        | 113                   | 9                              | 487   | 239                        | 213                   | 26                        | 248         | 34.30%                  | 50.92%              | 53.80%                                |
| #161                  |            | 53   | 0         | 0         | 53                  | 6                          | 3                     | 1                              | 43    | 16                         | 13                    | 3                         | 27          | 58.70%                  | 62.79%              | 67.50%                                |
| #162                  |            | 43   | 0         | 0         | 43                  | 6                          | 5                     | 1                              | 31    | 9                          | 7                     | 2                         | 22          | 62.86%                  | 70.97%              | 75.86%                                |
| #163                  |            | 40   | 0         | 0         | 40                  | 5                          | 11                    | 0                              | 24    | 9                          | 8                     | 1                         | 15          | 53.57%                  | 62.50%              | 65.22%                                |
| #164                  |            | 94   | 0         | 0         | 94                  | 2                          | 8                     | 0                              | 84    | 28                         | 23                    | 5                         | 56          | 69.14%                  | 66.67%              | 70.89%                                |
| #165                  |            | 13   | 0         | 0         | 13                  | 2                          | 0                     | 0                              | 11    | 4                          | 3                     | 1                         | 7           | 58.33%                  | 63.64%              | 70.00%                                |
| #166                  |            | 29   | 0         | 0         | 29                  | 18                         | 2                     | 0                              | 9     | 4                          | 2                     | 2                         | 5           | 20.00%                  | 55.56%              | 71.43%                                |
| #167                  |            | 1    | 0         | 0         | 1                   | 1                          | 0                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #168                  |            | 167  | 0         | 0         | 167                 | 39                         | 10                    | 2                              | 116   | 46                         | 35                    | 11                        | 70          | 48.61%                  | 60.34%              | 66.67%                                |
| #169                  |            | 0    | 2         | 0         | 2                   | 0                          | 0                     | 0                              | 2     | 2                          | 1                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #170                  |            | 474  | 0         | 0         | 474                 | 66                         | 55                    | 13                             | 340   | 151                        | 121                   | 30                        | 189         | 50.27%                  | 55.59%              | 60.97%                                |
| #171                  |            | 0    | 1         | 0         | 1                   | 0                          | 0                     | 0                              | 1     | 1                          | 0                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #172                  |            | 58   | 0         | 0         | 58                  | 23                         | 11                    | 1                              | 23    | 18                         | 14                    | 4                         | 5           | 11.90%                  | 21.74%              | 26.32%                                |
| #173                  |            | 35   | 0         | 0         | 35                  | 3                          | 8                     | 0                              | 24    | 5                          | 1                     | 4                         | 19          | 82.61%                  | 79.17%              | 95.00%                                |
| #174                  |            | 8    | 0         | 0         | 8                   | 5                          | 0                     | 0                              | 3     | 2                          | 1                     | 1                         | 1           | 14.29%                  | 33.33%              | 50.00%                                |
| #175                  |            | 5    | 0         | 0         | 5                   | 0                          | 0                     | 0                              | 5     | 4                          | 1                     | 3                         | 1           | 50.00%                  | 20.00%              | 50.00%                                |
| #176                  |            | 0    | 0         | 6         | 6                   | 0                          | 6                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #177                  |            | 1    | 0         | 0         | 1                   | 0                          | 1                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #178                  |            | 67   | 0         | 0         | 67                  | 17                         | 5                     | 2                              | 43    | 19                         | 19                    | 0                         | 24          | 40.00%                  | 55.81%              | 55.81%                                |
| #179                  |            | 0    | 140       | 0         | 140                 | 29                         | 19                    | 3                              | 89    | 57                         | 48                    | 9                         | 32          | 29.36%                  | 35.96%              | 40.00%                                |
| #180                  |            | 1139 | 0         | 0         | 1139                | 204                        | 125                   | 21                             | 789   | 459                        | 387                   | 72                        | 330         | 35.83%                  | 41.83%              | 46.03%                                |
| #181                  |            | 44   | 0         | 0         | 44                  | 4                          | 18                    | 2                              | 20    | 18                         | 18                    | 0                         | 2           | 8.33%                   | 10.00%              | 10.00%                                |
| #182                  |            | 35   | 0         | 0         | 35                  | 2                          | 5                     | 0                              | 28    | 14                         | 13                    | 1                         | 14          | 48.28%                  | 50.00%              | 51.85%                                |
| #183                  |            | 20   | 0         | 0         | 20                  | 3                          | 0                     | 0                              | 17    | 5                          | 2                     | 3                         | 12          | 70.59%                  | 70.59%              | 85.71%                                |
| #184                  |            | 184  | 0         | 0         | 184                 | 145                        | 10                    | 1                              | 28    | 19                         | 13                    | 6                         | 9           | 5.39%                   | 32.14%              | 40.91%                                |
| #185                  |            | 6    | 0         | 0         | 6                   | 3                          | 0                     | 0                              | 3     | 1                          | 1                     | 0                         | 2           | 33.33%                  | 66.67%              | 66.67%                                |
| #186                  |            | 0    | 0         | 1         | 1                   | 0                          | 1                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #187                  |            | 6    | 0         | 0         | 6                   | 1                          | 0                     | 0                              | 5     | 1                          | 0                     | 1                         | 4           | 80.00%                  | 80.00%              | 100.00%                               |
| #188                  |            | 2    | 0         | 0         | 2                   | 0                          | 0                     | 0                              | 2     | 2                          | 1                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #189                  |            | 12   | 0         | 0         | 12                  | 1                          | 1                     | 0                              | 10    | 4                          | 4                     | 0                         | 6           | 54.55%                  | 60.00%              | 60.00%                                |
| #190                  |            | 13   | 0         | 0         | 13                  | 7                          | 0                     | 0                              | 6     | 6                          | 4                     | 2                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |

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## REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% Business Detail) REPORT PERIOD: 06/01/2001 - 06/30/2001

| AGGREGATE ORDER TYPES |            |       |          |             |                     |                            |                       |                                |       |                            |                       |                           |             |                         |                     |                                       |
|-----------------------|------------|-------|----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|---------------------------------------|
| Company Info          |            |       |          |             |                     | LSR PR                     | OCESSING              |                                |       |                            |                       |                           |             | F                       | LOWTHROUG           | Н                                     |
|                       |            |       |          |             |                     | LI                         | ESOG                  |                                |       |                            |                       |                           |             |                         |                     |                                       |
|                       |            | Me    | chanized | Interface I | Used                | Manual                     | Rejects               | Valid                          | ated  |                            | Errors                |                           |             |                         |                     |                                       |
| Name                  | RESH / OCN | LENS  | EDI      | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Error<br>Excluded<br>Calculation |
| #191                  |            | 6     | 0        | 0           | 6                   | 1                          | 0                     | 0                              | 5     | 1                          | 1                     | 0                         | 4           | 66.67%                  | 80.00%              | 80.00%                                |
| #192                  |            | 11    | 0        | 0           | 11                  | 8                          | 0                     | 0                              | 3     | 3                          | 3                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| LENS Subtotal         |            | 10449 | 0        | 0           | 10449               | 2091                       | 1323                  | 166                            | 6869  | 3360                       | 2608                  | 752                       | 3509        | 42.75%                  | 51.08%              | 57.36%                                |
| EDI Subtotal          |            | 0     | 672      | 0           | 672                 | 278                        | 112                   | 9                              | 273   | 125                        | 94                    | 31                        | 148         | 28.46%                  | 54.21%              | 61.16%                                |
| TAG Subtotal          |            | 0     | 0        | 469         | 469                 | 160                        | 115                   | 8                              | 186   | 117                        | 96                    | 21                        | 69          | 21.23%                  | 37.10%              | 41.82%                                |
| TOTAL INTERFACES      |            | 10449 | 672      | 469         | 11590               | 2529                       | 1550                  | 183                            | 7328  | 3602                       | 2798                  | 804                       | 3726        | 41.16%                  | 50.85%              | 57.11%                                |

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| AGGREGATE ORDER TYPES |            |      |           |             |                     |                            |                       |                                |       |                            |                       |                           |             |                         |                     |                                       |
|-----------------------|------------|------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|---------------------------------------|
| Company Info          |            |      |           |             |                     | LSR PR                     | OCESSING              |                                |       |                            |                       |                           |             |                         | FLOWT               | HROUGH                                |
|                       |            |      |           |             |                     | LE                         | ESOG                  |                                |       |                            |                       |                           |             |                         |                     |                                       |
|                       |            | Me   | echanized | Interface I | Jsed                | Manual                     | Rejects               | Valid                          | ated  |                            | Errors                |                           |             |                         |                     |                                       |
| Name                  | RESH / OCN | LENS | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Error<br>Excluded<br>Calculation |
| #1                    |            | 52   | 0         | 0           | 52                  | 2                          | 8                     | 0                              | 42    | 12                         | 9                     | 3                         | 30          | 73.17%                  | 71.43%              | 76.92%                                |
| #2                    |            | 0    | 107       | 0           | 107                 | 11                         | 28                    | 0                              | 68    | 42                         | 14                    | 28                        | 26          | 50.98%                  | 38.24%              | 65.00%                                |
| #3                    |            | 967  | 0         | 0           | 967                 | 48                         | 82                    | 16                             | 821   | 239                        | 116                   | 123                       | 582         | 78.02%                  | 70.89%              |                                       |
| #4                    |            | 0    | 3420      | 0           | 3420                | 50                         | 662                   | 0                              | 2708  | 2474                       | 189                   | 2285                      | 234         | 49.47%                  | 8.64%               | 55.32%                                |
| #5                    |            | 12   | 0         | 0           | 12                  | 0                          | 2                     | 0                              | 10    | 0                          | 0                     | 0                         | 10          | 100.00%                 | 100.00%             | 100.00%                               |
| #6                    |            | 0    | 19        | 0           | 19                  | 5                          | 2                     | 0                              | 12    | 6                          | 6                     | 0                         | 6           | 35.29%                  | 50.00%              | 50.00%                                |
| #7                    |            | 30   | 0         | 0           | 30                  | 2                          | 3                     | 7                              | 18    | 11                         | 10                    | 1                         | 7           | 36.84%                  | 38.89%              | 41.18%                                |
| #8                    |            | 0    | 17        | 0           | 17                  | 1                          | 2                     | 0                              | 14    | 7                          | 3                     | 4                         | 7           | 63.64%                  | 50.00%              | 70.00%                                |
| #9                    |            | 1339 | 0         | 0           | 1339                | 137                        | 116                   | 1                              | 1085  | 172                        | 144                   | 28                        | 913         | 76.47%                  | 84.15%              | 86.38%                                |
| #10                   |            | 2    | 0         | 0           | 2                   | 0                          | 0                     | 0                              | 2     | 0                          | 0                     | 0                         | 2           | 100.00%                 | 100.00%             | 100.00%                               |
| #11                   |            | 0    | 0         | 13          | 13                  | 2                          | 1                     | 0                              | 10    | 4                          | 3                     | 1                         | 6           | 54.55%                  | 60.00%              | 66.67%                                |
| #12                   |            | 2230 | 0         | 0           | 2230                | 239                        | 278                   | 36                             | 1677  | 409                        | 279                   | 130                       | 1268        | 71.00%                  | 75.61%              | 81.97%                                |
| #13                   |            | 0    | 0         | 17          | 17                  | 0                          | 3                     | 0                              | 14    | 14                         | 5                     | 9                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #14                   |            | 33   | 0         | 0           | 33                  | 13                         | 6                     | 1                              | 13    | 9                          | 7                     | 2                         | 4           | 16.67%                  | 30.77%              | 36.36%                                |
| #15                   |            | 0    | 0         | 2           | 2                   | 0                          | 0                     | 0                              | 2     | 2                          | 1                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #16                   |            | 0    | 0         | 1467        | 1467                | 206                        | 253                   | 8                              | 1000  | 425                        | 349                   | 76                        | 575         | 50.88%                  | 57.50%              | 62.23%                                |
| #17                   |            | 0    | 0         | 896         | 896                 | 130                        | 130                   | 1                              | 635   | 256                        | 219                   | 37                        | 379         | 52.06%                  | 59.69%              | 63.38%                                |
| #18                   |            | 0    | 0         | 18          | 18                  | 0                          | 1                     | 0                              | 17    | 17                         | 7                     | 10                        | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #19                   |            | 100  | 0         | 0           | 100                 | 10                         | 10                    | 2                              | 78    | 31                         | 24                    | 7                         | 47          | 58.02%                  | 60.26%              | 66.20%                                |
| #20                   |            | 0    | 0         | 23          | 23                  | 4                          | 4                     | 2                              | 13    | 6                          | 2                     | 4                         | 7           | 53.85%                  | 53.85%              | 77.78%                                |
| #21                   |            | 0    | 0         | 1277        | 1277                | 279                        | 245                   | 11                             | 742   | 341                        | 238                   | 103                       | 401         | 43.68%                  | 54.04%              | 62.75%                                |
| #22                   |            | 0    | 193       | 0           | 193                 | 163                        | 13                    | 0                              | 17    | 17                         | 16                    | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #23                   |            | 914  | 0         | 0           | 914                 | 70                         | 114                   | 2                              | 728   | 539                        | 416                   | 123                       | 189         | 28.00%                  | 25.96%              | 31.24%                                |
| #24                   |            | 0    | 0         | 778         | 778                 | 119                        | 155                   | 9                              | 495   | 222                        | 178                   | 44                        | 273         | 47.89%                  | 55.15%              | 60.53%                                |
| #25                   |            | 0    | 0         | 551         | 551                 | 110                        | 104                   | 11                             | 326   | 137                        | 115                   | 22                        | 189         | 45.65%                  | 57.98%              | 62.17%                                |
| #26                   |            | 474  | 0         | 0           | 474                 | 48                         | 48                    | 9                              | 369   | 107                        | 77                    | 30                        | 262         | 67.70%                  | 71.00%              | 77.29%                                |
| #27                   |            | 4    | 0         | 0           | 4                   | 3                          | 0                     | 0                              | 1     | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #28                   |            | 0    | 198       | 0           | 198                 | 4                          | 16                    | 8                              | 170   | 90                         | 66                    | 24                        | 80          | 53.33%                  | 47.06%              | 54.79%                                |
| #29                   |            | 63   | 0         | 0           | 63                  | 8                          | 12                    | 0                              | 43    | 5                          |                       | 2                         | 38          | 77.55%                  | 88.37%              | 92.68%                                |
| #30                   |            | 0    | 0         | 32          | 32                  | 10                         | 2                     | 0                              | 20    | 4                          | 4                     | 0                         | 16          | 53.33%                  | 80.00%              | 80.00%                                |
| #31                   |            | 688  | 0         | 0           | 688                 | 83                         | 48                    | 6                              | 551   | 233                        | 192                   | 41                        | 318         | 53.63%                  | 57.71%              | 62.35%                                |
| #32                   |            | 2016 | 0         | 0           | 2016                | 250                        | 139                   | 6                              | 1621  | 568                        | 461                   | 107                       | 1053        | 59.69%                  | 64.96%              | 69.55%                                |
| #33                   |            | 48   | 0         | 0           | 48                  | 0                          | 0                     | 1                              | 47    | 47                         | 46                    | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #34                   |            | 4    | 0         | 0           | 4                   | 0                          | 1                     | 1                              | 2     | 2                          | 2                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #35                   |            | 93   | 0         | 0           | 93                  | 3                          | 5                     | 9                              | 76    | 71                         | 49                    | 22                        | 5           | 8.77%                   | 6.58%               | 9.26%                                 |
| #36                   |            | 0    | 0         | 11          | 11                  | 0                          | 2                     | 2                              | 7     | 7                          | 3                     | 4                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #37                   |            | 486  | 0         | 0           | 486                 | 44                         | 34                    | 4                              | 404   | 73                         | 59                    | 14                        | 331         | 76.27%                  | 81.93%              | 84.87%                                |
| #38                   |            | 0    | 0         | 579         | 579                 | 89                         | 87                    | 1                              | 402   | 178                        | 161                   | 17                        | 224         | 47.26%                  | 55.72%              | 58.18%                                |

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| AGGREGATE ORDER TYPES |            |          |           |             |                     |                            |                       |                                |         |                            |                       |                           |             |                         |                     |                                       |
|-----------------------|------------|----------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|---------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|---------------------------------------|
| Company Info          |            |          |           |             |                     | LSR PR                     | OCESSING              |                                |         |                            |                       |                           |             |                         | FLOWTI              | HROUGH                                |
|                       |            |          |           |             |                     | LI                         | SOG                   |                                |         |                            |                       |                           |             |                         |                     |                                       |
|                       |            | Me       | echanized | Interface I | Used                | Manual                     | Rejects               | Valid                          | ated    |                            | Errors                |                           |             |                         |                     |                                       |
| Name                  | RESH / OCN | LENS     | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's   | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Error<br>Excluded<br>Calculation |
| #39                   |            | 0        | 0         | 2           | 2                   | 0                          | 2                     | 0                              | 0       | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #40                   |            | 98       | 0         | 0           | 98                  | 26                         | 15                    | 0                              | 57      | 16                         | 10                    | 6                         | 41          | 53.25%                  | 71.93%              | 80.39%                                |
| #41                   |            | 0        | 5         | 0           | 5                   | 3                          | 0                     | 0                              | 2       | 1                          | 1                     | 0                         | 1           | 20.00%                  | 50.00%              | 50.00%                                |
| #42                   |            | 0        | 4         | 0           | 4                   | 0                          | 2                     | 0                              | 2       | 0                          | 0                     | 0                         | 2           | 100.00%                 | 100.00%             | 100.00%                               |
| #43                   |            | 42       | 0         | 0           | 42                  | 4                          | 10                    | 2                              | 26      | 8                          | 7                     | 1                         | 18          | 62.07%                  | 69.23%              | 72.00%                                |
| #44                   |            | 0        | 0         | 33          | 33                  | 7                          | 12                    | 2                              | 12      | 4                          | 4                     | 0                         | 8           | 42.11%                  | 66.67%              | 66.67%                                |
| #45                   |            | 66       | 0         | 0           | 66                  | 12                         | 8                     | 2                              | 44      | 16                         | 14                    | 2                         | 28          | 51.85%                  | 63.64%              | 66.67%                                |
| #46                   |            | 70       | 0         | 0           | 70                  | 1                          | 5                     | 0                              | 64      | 27                         | 26                    | 1                         | 37          | 57.81%                  | 57.81%              | 58.73%                                |
| #47                   |            | 11       | 0         | 0           | 11                  | 3                          | 4                     | 0                              | 4       | 1                          | 1                     | 0                         | 3           | 42.86%                  | 75.00%              | 75.00%                                |
| #48                   |            | 0        | 0         | 13          | 13                  | 2                          | 6                     | 0                              | 5       | 3                          | 3                     | 0                         | 2           | 28.57%                  | 40.00%              | 40.00%                                |
| #49                   |            | 127      | 0         | 0           | 127                 | 18                         | 6                     | 1                              | 102     | 19                         | 16                    | 3                         | 83          | 70.94%                  | 81.37%              | 83.84%                                |
| #50                   |            | 0        | 0         | 105         | 105                 | 11                         | 6                     | 0                              | 88      | 34                         | 28                    | 6                         | 54          | 58.06%                  | 61.36%              | 65.85%                                |
| #51                   |            | 31       | 0         | 0           | 31                  | 4                          | 1                     | 1                              | 25      | 12                         | 1                     | 11                        | 13          | 72.22%                  | 52.00%              | 92.86%                                |
| #52                   |            | 0        | 0         | 2           | 2                   | 1                          | 0                     | 0                              | 1       | 1                          | 0                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #53                   |            | 27       | 0         | 0           | 27                  | 1                          | 5                     | 1                              | 20      | 3                          | 3                     | 0                         | 17          | 80.95%                  | 85.00%              | 85.00%                                |
| #54                   |            | 0        | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1       | 7                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #55                   |            | 35       | 0         | 2           | 35                  | 4                          | 2                     | 0                              | 29<br>2 |                            | 4                     | 3                         | 22          | 73.33%                  | 75.86%              | 84.62%                                |
| #56<br>#57            |            | 0<br>186 | 0         | 0           | 186                 | 0<br>32                    | 0 8                   | 0<br>5                         | 141     | 2<br>57                    | 2<br>40               | 0<br>17                   | 0<br>84     | 0.00%                   | 0.00%               | 0.00%                                 |
| #57<br>#58            |            | 226      | 0         | 0           | 226                 | 17                         | 24                    | 7                              | 178     | 32                         | 22                    | 10                        | 146         | 53.85%<br>78.92%        | 59.57%<br>82.02%    | 67.74%<br>86.90%                      |
| #59                   |            | 0        | 0         | 240         | 240                 | 35                         | 26                    | 1                              | 178     | 93                         | 66                    | 27                        | 85          | 45.70%                  | 47.75%              | 56.29%                                |
| #60                   |            | 9        | 0         | 0           | 9                   | 0                          | 0                     | 0                              | 9       | 3                          | 2                     | 1                         | 6           | 75.00%                  | 66.67%              | 75.00%                                |
| #61                   |            | 3        | 0         | 0           | 3                   | 2                          | 0                     | 0                              | 1       | 1                          | 0                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #62                   |            | 0        | 6         | 0           | 6                   | 1                          | 0                     | 0                              | 5       | 5                          | 1                     | 4                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #63                   |            | 14       | 0         | 0           | 14                  | 0                          | 0                     | 0                              | 14      | 2                          | 2                     | 0                         | 12          | 85.71%                  | 85.71%              | 85.71%                                |
| #64                   |            | 0        | 24        | 0           | 24                  | 11                         | 0                     | 2                              | 11      | 11                         | 10                    | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #65                   |            | 4        | 0         | 0           | 4                   | 0                          | 1                     | 0                              | 3       | 3                          | 3                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #66                   |            | 35       | 0         | 0           | 35                  | 1                          | 2                     | 0                              | 32      | 3                          | 2                     | 1                         | 29          | 90.63%                  | 90.63%              | 93.55%                                |
| #67                   |            | 0        | 0         | 28          | 28                  | 7                          | 2                     | 0                              | 19      | 3                          | 2                     | 1                         | 16          | 64.00%                  | 84.21%              | 88.89%                                |
| #68                   |            | 46       | 0         | 0           | 46                  | 4                          | 3                     | 0                              | 39      | 15                         | 6                     | 9                         | 24          | 70.59%                  | 61.54%              | 80.00%                                |
| #69                   |            | 0        | 114       | 0           | 114                 | 2                          | 9                     | 0                              | 103     | 56                         | 36                    | 20                        | 47          | 55.29%                  | 45.63%              | 56.63%                                |
| #70                   |            | 0        | 0         | 39          | 39                  | 12                         | 0                     | 2                              | 25      | 9                          | 9                     | 0                         | 16          | 43.24%                  | 64.00%              | 64.00%                                |
| #71                   |            | 6        | 0         | 0           | 6                   | 0                          | 2                     | 0                              | 4       | 1                          | 1                     | 0                         | 3           | 75.00%                  | 75.00%              | 75.00%                                |
| #72                   |            | 36       | 0         | 0           | 36                  | 11                         | 9                     | 0                              | 16      | 16                         | 16                    |                           | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #73                   |            | 2        | 0         | 0           | 2                   | 0                          | 0                     | 0                              | 2       | 1                          | 1                     | 0                         | 1           | 50.00%                  | 50.00%              | 50.00%                                |
| #74                   |            | 26       | 0         | 0           | 26                  | 4                          | 4                     | 0                              | 18      | 9                          | 2                     | 7                         | 9           | 60.00%                  | 50.00%              | 81.82%                                |
| #75                   |            | 0        | 51        | 0           | 51                  | 4                          | 7                     | 0                              | 40      | 14                         | 9                     | 5                         | 26          | 66.67%                  | 65.00%              | 74.29%                                |
| #76                   |            | 0        | 0         | 882         | 882                 | 139                        | 13                    | 78                             | 652     | 493                        | 437                   | 56                        | 159         | 21.63%                  | 24.39%              | 26.68%                                |

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| AGGREGATE ORDER TYPES |            |      |           |             |                     |                            |                       |                                |       |                            |                       |                           |             |                         |                     |                                       |
|-----------------------|------------|------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|---------------------------------------|
| Company Info          |            |      |           |             |                     | LSR PR                     | OCESSING              |                                |       |                            |                       |                           |             |                         | FLOWTH              | HROUGH                                |
|                       |            |      |           |             |                     | LI                         | SOG                   |                                |       |                            |                       |                           |             |                         |                     |                                       |
|                       |            | Me   | echanized | Interface I | Jsed                | Manual                     | Rejects               | Valid                          | ated  |                            | Errors                |                           |             |                         |                     |                                       |
| Name                  | RESH / OCN | LENS | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Error<br>Excluded<br>Calculation |
| #77                   |            | 4    | 0         | 0           | 4                   | 0                          | 2                     | 0                              | 2     | 2                          | 1                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #78                   |            | 0    | 25        | 0           | 25                  | 0                          | 6                     | 3                              | 16    | 16                         | 0                     | 16                        | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #79                   |            | 34   | 0         | 0           | 34                  | 4                          | 4                     | 2                              | 24    | 12                         | 5                     | 7                         | 12          | 57.14%                  | 50.00%              | 70.59%                                |
| #80                   |            | 1    | 0         | 0           | 1                   | 0                          | 1                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #81                   |            | 96   | 0         | 0           | 96                  | 18                         | 10                    | 0                              | 68    | 17                         | 10                    | 7                         | 51          | 64.56%                  | 75.00%              | 83.61%                                |
| #82                   |            | 928  | 0         | 0           | 928                 | 138                        | 68                    | 9                              | 713   | 119                        | 98                    | 21                        | 594         | 71.57%                  | 83.31%              | 85.84%                                |
| #83                   |            | 0    | 0         | 396         | 396                 | 68                         | 30                    | 4                              | 294   | 72                         | 63                    | 9                         | 222         | 62.89%                  | 75.51%              | 77.89%                                |
| #84                   |            | 0    | 0         | 13          | 13                  | 0                          | 0                     | 0                              | 13    | 8                          | 3                     | 5                         | 5           | 62.50%                  | 38.46%              | 62.50%                                |
| #85                   |            | 418  | 0         | 0           | 418                 | 33                         | 28                    | 8                              | 349   | 255                        | 185                   | 70                        | 94          | 30.13%                  | 26.93%              | 33.69%                                |
| #86                   |            | 0    | 0         | 5           | 5                   | 0                          | 1                     | 0                              | 4     | 1                          | 1                     | 0                         | 3           | 75.00%                  | 75.00%              | 75.00%                                |
| #87                   |            | 205  | 0         | 0           | 205                 | 40                         | 22                    | 5                              | 138   | 47                         | 37                    | 10                        | 91          | 54.17%                  | 65.94%              | 71.09%                                |
| #88                   |            | 0    | 0         | 15          | 15                  | 0                          | 0                     | 0                              | 15    | 13                         | 11                    | 2                         | 2           | 15.38%                  | 13.33%              | 15.38%                                |
| #89                   |            | 8294 | 0         | 0           | 8294                | 385                        | 744                   | 38                             | 7127  | 774                        | 577                   | 197                       | 6353        | 86.85%                  | 89.14%              | 91.67%                                |
| #90                   |            | 0    | 0         | 9971        | 9971                | 1177                       | 1314                  | 94                             | 7386  | 5403                       | 4067                  | 1336                      | 1983        | 27.44%                  | 26.85%              | 32.78%                                |
| #91                   |            | 45   | 0         | 0           | 45                  | 0                          | 16                    | 1                              | 28    | 28                         | 11                    | 17                        | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #92                   |            | 4    | 0         | 0           | 4                   | 0                          | 0                     | 0                              | 4     | 4                          | 0                     | 4                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #93                   |            | 15   | 0         | 0           | 15                  | 0                          | 7                     | 0                              | 8     | 8                          | 2                     | 6                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #94                   |            | 1    | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                               |
| #95                   |            | 115  | 0         | 0           | 115                 | 16                         | 7                     | 0                              | 92    | 52                         | 39                    | 13                        | 40          | 42.11%                  | 43.48%              | 50.63%                                |
| #96                   |            | 0    | 0         | 3           | 3                   | 0                          | 3                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #97                   |            | 1    | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1     | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #98                   |            | 2    | 0         | 0           | 2                   | 2                          | 0                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #99                   |            | 4    | 0         | 0           | 4                   | 0                          | 0                     | 0                              | 4     | 2                          | 2                     | 0                         | 2           | 50.00%                  | 50.00%              | 50.00%                                |
| #100                  |            | 195  | 0         | 0           | 195                 | 30                         | 34                    | 1                              | 130   | 26                         | 23                    | 3                         | 104         | 66.24%                  | 80.00%              | 81.89%                                |
| #101                  |            | 0    | 0         | 23          | 23                  | 7                          | 8                     | 0                              | 8     | 4                          | 2                     | 2                         | 4           | 30.77%                  | 50.00%              | 66.67%                                |
| #102                  |            | 2    | 0         | 0           | 2                   | 0                          | 0                     | 0                              | 2     | 0                          | 0                     | 0                         | 2           | 100.00%                 | 100.00%             | 100.00%                               |
| #103                  |            | 30   | 0         | 0           | 30                  | 0                          | 2                     | 0                              | 28    | 23                         | 12                    | 11                        | 5           | 29.41%                  | 17.86%              | 29.41%                                |
| #104                  |            | 0    | 0         | 2           | 2                   | 0                          | 0                     | 0                              | 2     | 0                          | 0                     | 0                         | 2           | 100.00%                 | 100.00%             | 100.00%                               |
| #105                  |            | 4    | 0         | 0           | 4                   | 0                          | 0                     | 0                              | 4     | 1                          | 0                     | 1                         | 3           | 100.00%                 | 75.00%              | 100.00%                               |
| #106                  |            | 0    | 0         | 1           | 1                   | 1                          | 0                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #107                  |            | 5    | 0         | 0           | 5                   | 0                          | 0                     | 0                              | 5     | 3                          | 2                     | 1                         | 2           | 50.00%                  | 40.00%              | 50.00%                                |
| #108                  |            | 0    | 0         | 2           | 2                   | 0                          | 1                     | 0                              | 1     | 1                          | 0                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #109                  |            | 135  | 0         | 0           | 135                 | 27                         | 16                    | 2                              | 90    | 52                         | 41                    | 11                        | 38          | 35.85%                  | 42.22%              | 48.10%                                |
| #110                  |            | 4    | 0         | 0           | 4                   | 2                          | 0                     | 0                              | 2     | 2                          | 1                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #111                  |            | 7    | 0         | 0           | 7                   | 0                          | 1                     | 0                              | 6     | 0                          | 0                     | 0                         | 6           | 100.00%                 | 100.00%             | 100.00%                               |
| #112                  |            | 401  | 0         | 0           | 401                 | 15                         | 14                    | 0                              | 372   | 7                          | 6                     | 1                         | 365         | 94.56%                  | 98.12%              | 98.38%                                |
| #113                  |            | 0    | 0         | 977         | 977                 | 55                         | 57                    | 15                             | 850   | 149                        | 97                    | 52                        | 701         | 82.18%                  | 82.47%              | 87.84%                                |
| #114                  |            | 65   | 0         | 0           | 65                  | 2                          | 9                     | 3                              | 51    | 16                         | 12                    | 4                         | 35          | 71.43%                  | 68.63%              | 74.47%                                |

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| AGGREGATE ORDER TYPES |            |      |           |             |                     |                            |                       |                                |       |                            |                       |                           |             |                         |                     |                                       |
|-----------------------|------------|------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|---------------------------------------|
| Company Info          |            |      |           |             |                     | LSR PR                     | OCESSING              |                                |       |                            |                       |                           |             |                         | FLOWTH              | HROUGH                                |
|                       |            |      |           |             |                     | LI                         | SOG                   |                                |       |                            |                       |                           |             |                         |                     |                                       |
|                       |            | Me   | echanized | Interface I | Used                | Manual                     | Rejects               | Valid                          | ated  |                            | Errors                |                           |             |                         |                     |                                       |
| Name                  | RESH / OCN | LENS | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Error<br>Excluded<br>Calculation |
| #115                  |            | 13   | 0         | 0           | 13                  | 0                          | 2                     | 0                              | 11    | 5                          | 3                     | 2                         | 6           | 66.67%                  | 54.55%              | 66.67%                                |
| #116                  |            | 0    | 61        | 0           | 61                  | 26                         | 11                    | 0                              | 24    | 4                          | 4                     | 0                         | 20          | 40.00%                  | 83.33%              | 83.33%                                |
| #117                  |            | 12   | 0         | 0           | 12                  | 7                          | 4                     | 0                              | 1     | 1                          | 0                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #118                  |            | 11   | 0         | 0           | 11                  | 0                          | 2                     | 0                              | 9     | 8                          | 2                     | 6                         | 1           | 33.33%                  | 11.11%              | 33.33%                                |
| #119                  |            | 45   | 0         | 0           | 45                  | 0                          | 0                     | 2                              | 43    | 43                         | 27                    | 16                        | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #120                  |            | 64   | 0         | 0           | 64                  | 12                         | 8                     | 0                              | 44    | 37                         | 26                    | 11                        | 7           | 15.56%                  | 15.91%              | 21.21%                                |
| #121                  |            | 40   | 0         | 0           | 40                  | 4                          | 8                     | 0                              | 28    | 28                         | 16                    | 12                        | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #122                  |            | 45   | 0         | 0           | 45                  | 15                         | 19                    | 0                              | 11    | 11                         | 7                     | 4                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #123                  |            | 0    | 0         | 23          | 23                  | 2                          | 2                     | 0                              | 19    | 3                          | 2                     | 1                         | 16          | 80.00%                  | 84.21%              | 88.89%                                |
| #124                  |            | 10   | 0         | 0           | 10                  | 1                          | 4                     | 0                              | 5     | 5                          | 5                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #125                  |            | 0    | 520       | 0           | 520                 | 347                        | 56                    | 0                              | 117   | 85                         | 46                    | 39                        | 32          | 7.53%                   | 27.35%              | 41.03%                                |
| #126                  |            | 12   | 0         | 0           | 12                  | 0                          | 6                     | 0                              | 6     | 5                          | 3                     | 2                         | 1           | 25.00%                  | 16.67%              | 25.00%                                |
| #127                  |            | 2    | 0         | 0           | 2                   | 0                          | 0                     | 1                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                               |
| #128                  |            | 0    | 0         | 7           | 7                   | 7                          | 0                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #129                  |            | 2    | 0         | 0           | 2                   | 0                          | 0                     | 0                              | 2     | 2                          | 1                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #130                  |            | 10   | 0         | 0           | 10                  | 2                          | 4                     | 0                              | 4     | 3                          | 0                     | 3                         | 1           | 33.33%                  | 25.00%              | 100.00%                               |
| #131                  |            | 0    | 18665     | 0           | 18665               | 614                        | 2245                  | 7                              | 15799 | 4676                       | 2936                  | 1740                      | 11123       | 75.81%                  | 70.40%              | 79.12%                                |
| #132                  |            | 0    | 399       | 0           | 399                 | 249                        | 121                   | 2                              | 27    | 27                         | 7                     | 20                        | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #133                  |            | 0    | 607       | 0           | 607                 | 398                        | 91                    | 4                              | 114   | 44                         | 31                    | 13                        | 70          | 14.03%                  | 61.40%              | 69.31%                                |
| #134                  |            | 65   | 0         | 0           | 65                  | 0                          | 5                     | 3                              | 57    | 21                         | 12                    | 9                         | 36          | 75.00%                  | 63.16%              | 75.00%                                |
| #135                  |            | 67   | 0         | 0           | 67                  | 23                         | 4                     | 3                              | 37    | 16                         | 10                    | 6                         | 21          | 38.89%                  | 56.76%              | 67.74%                                |
| #136                  |            | 0    | 0         | 4           | 4                   | 0                          | 0                     | 1                              | 3     | 0                          | 0                     | 0                         | 3           | 100.00%                 | 100.00%             | 100.00%                               |
| #137                  |            | 0    | 0         | 13          | 13                  | 0                          | 4                     | 0                              | 9     | 2                          | 0                     | 2                         | 7           | 100.00%                 | 77.78%              | 100.00%                               |
| #138                  |            | 104  | 0         | 0           | 104                 | 55                         | 41                    | 0                              | 8     | 8                          | 8                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #139                  |            | 0    | 0         | 4           | 4                   | 2                          | 2                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #140                  |            | 8    | 0         | 0           | 8                   | 0                          | 0                     | 1                              | 7     | 7                          | 7                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #141                  |            | 21   | 0         | 0           | 21                  | 0                          | 4                     | 4                              | 13    | 13                         | 11                    | 2                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #142                  |            | 11   | 0         | 0           | 11                  | 0                          | 8                     | 0                              | 3     | 3                          | 2                     | 1                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #143                  |            | 0    | 0         | 14          | 14                  | 0                          | 0                     | 0                              | 14    | 4                          | 1                     | 3                         | 10          | 90.91%                  | 71.43%              | 90.91%                                |
| #144                  |            | 0    | 0         | 36          | 36                  | 0                          | 5                     | 1                              | 30    | 11                         | 8                     | 3                         | 19          | 70.37%                  | 63.33%              | 70.37%                                |
| #145                  |            | 5    | 0         | 0           | 5                   | 1                          | 0                     | 2                              | 2     | 1                          | 1                     | 0                         | 1           | 33.33%                  | 50.00%              | 50.00%                                |
| #146                  |            | 2    | 0         | 0           | 2                   | 2                          | 0                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #147                  |            | 0    | 0         | 8           | 8                   | 0                          | 1                     | 0                              | 7     | 4                          | 4                     | 0                         | 3           | 42.86%                  | 42.86%              | 42.86%                                |
| #148                  |            | 186  | 0         | 0           | 186                 | 17                         | 107                   | 1                              | 61    | 61                         | 29                    | 32                        | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #149                  |            | 2    | 0         | 0           | 2                   | 0                          | 1                     | 0                              | 1     | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #150                  |            | 5    | 0         | 0           | 5                   | 2                          | 2                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 33.33%                  | 100.00%             | 100.00%                               |
| #151                  |            | 0    | 0         | 54          | 54                  | 12                         | 4                     | 1                              | 37    | 29                         | 11                    | 18                        | 8           | 25.81%                  | 21.62%              | 42.11%                                |
| #152                  |            | 0    | 0         | 2           | 2                   | 0                          | 1                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                 | 100.00%             | 100.00%                               |

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| AGGREGATE ORDER TYPES |            |       |           |             |                     |                            |                       |                                |       |                            |                       |                           |             |                         |                     |                                       |
|-----------------------|------------|-------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|-------------------------|---------------------|---------------------------------------|
| Company Info          |            |       |           |             |                     | LSR PR                     | OCESSING              |                                |       |                            |                       |                           |             |                         | FLOWTH              | HROUGH                                |
|                       |            |       |           |             |                     | LE                         | ESOG                  |                                |       |                            |                       |                           |             |                         |                     |                                       |
|                       |            | Me    | echanized | Interface l | Jsed                | Manual                     | Rejects               | Valid                          | ated  |                            | Errors                |                           |             |                         |                     |                                       |
| Name                  | RESH / OCN | LENS  | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | CLEC Error<br>Excluded<br>Calculation |
| #153                  |            | 141   | 0         | 0           | 141                 | 56                         | 12                    | 1                              | 72    | 37                         | 31                    | 6                         | 35          | 28.69%                  | 48.61%              | 53.03%                                |
| #154                  |            | 0     | 1536      | 0           | 1536                | 816                        | 139                   | 4                              | 577   | 140                        | 73                    | 67                        | 437         | 32.96%                  | 75.74%              | 85.69%                                |
| #155                  |            | 2     | 0         | 0           | 2                   | 1                          | 1                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #156                  |            | 4     | 0         | 0           | 4                   | 0                          | 0                     | 2                              | 2     | 0                          | 0                     | 0                         | 2           | 100.00%                 | 100.00%             | 100.00%                               |
| #157                  |            | 592   | 0         | 0           | 592                 | 83                         | 28                    | 4                              | 477   | 125                        | 105                   | 20                        | 352         | 65.19%                  | 73.79%              | 77.02%                                |
| #158                  |            | 0     | 417       | 0           | 417                 | 210                        | 74                    | 6                              | 127   | 80                         | 58                    | 22                        | 47          | 14.92%                  | 37.01%              | 44.76%                                |
| #159                  |            | 75    | 0         | 0           | 75                  | 4                          | 49                    | 2                              | 20    | 20                         | 18                    | 2                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #160                  |            | 40    | 0         | 0           | 40                  | 4                          | 17                    | 1                              | 18    | 18                         | 11                    | 7                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #161                  |            | 0     | 169       | 0           | 169                 | 115                        | 11                    | 3                              | 40    | 21                         | 18                    | 3                         | 19          | 12.50%                  | 47.50%              | 51.35%                                |
| #162                  |            | 12    | 0         | 0           | 12                  | 0                          | 2                     | 2                              | 8     | 4                          | 2                     | 2                         | 4           | 66.67%                  | 50.00%              | 66.67%                                |
| #163                  |            | 2417  | 0         | 0           | 2417                | 486                        | 266                   | 9                              | 1656  | 689                        | 566                   | 123                       | 967         | 47.89%                  | 58.39%              | 63.08%                                |
| #164                  |            | 133   | 0         | 0           | 133                 | 1                          | 23                    | 4                              | 105   | 39                         | 12                    | 27                        | 66          | 83.54%                  | 62.86%              | 84.62%                                |
| #165                  |            | 8189  | 0         | 0           | 8189                | 865                        | 490                   | 93                             | 6741  | 1593                       | 1405                  | 188                       | 5148        | 69.40%                  | 76.37%              | 78.56%                                |
| #166                  |            | 0     | 0         | 94          | 94                  | 47                         | 19                    | 1                              | 27    | 9                          | 6                     | 3                         | 18          | 25.35%                  | 66.67%              | 75.00%                                |
| #167                  |            | 0     | 272       | 0           | 272                 | 165                        | 54                    | 0                              | 53    | 19                         | 15                    | 4                         | 34          | 15.89%                  | 64.15%              | 69.39%                                |
| #168                  |            | 786   | 0         | 0           | 786                 | 146                        | 83                    | 9                              | 548   | 194                        | 164                   | 30                        | 354         | 53.31%                  | 64.60%              | 68.34%                                |
| #169                  |            | 18    | 0         | 0           | 18                  | 0                          | 9                     | 1                              | 8     | 6                          | 5                     | 1                         | 2           | 28.57%                  | 25.00%              | 28.57%                                |
| #170                  |            | 0     | 94        | 0           | 94                  | 56                         | 3                     | 1                              | 34    | 13                         | 12                    | 1                         | 21          | 23.60%                  | 61.76%              | 63.64%                                |
| #171                  |            | 1     | 0         | 0           | 1                   | 0                          | 1                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #172                  |            | 3     | 0         | 0           | 3                   | 1                          | 1                     | 0                              | 1     | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #173                  |            | 1     | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1     | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #174                  |            | 19    | 0         | 0           | 19                  | 5                          | 3                     | 6                              | 5     | 5                          | 3                     | 2                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #175                  |            | 606   | 0         | 0           | 606                 | 84                         | 99                    | 7                              | 416   | 129                        | 112                   | 17                        | 287         | 59.42%                  | 68.99%              | 71.93%                                |
| #176                  |            | 0     | 559       | 0           | 559                 | 43                         | 61                    | 2                              | 453   | 193                        | 147                   | 46                        | 260         | 57.78%                  | 57.40%              | 63.88%                                |
| #177                  |            | 0     | 137       | 0           | 137                 | 33                         | 41                    | 2                              | 61    | 17                         | 11                    | 6                         | 44          | 50.00%                  | 72.13%              | 80.00%                                |
| #178                  |            | 41    | 0         | 0           | 41                  | 4                          | 8                     | 0                              | 29    | 5                          | 5                     | 0                         | 24          | 72.73%                  | 82.76%              | 82.76%                                |
| #179                  |            | 0     | 0         | 15          | 15                  | 9                          | 2                     | 0                              | 4     | 0                          | 0                     | 0                         | 4           | 30.77%                  | 100.00%             | 100.00%                               |
| #180                  |            | 101   | 0         | 0           | 101                 | 6                          | 32                    | 14                             | 49    | 48                         | 42                    | 6                         | 1           | 2.04%                   | 2.04%               | 2.33%                                 |
| #181                  |            | 2026  | 0         | 0           | 2026                | 212                        | 197                   | 23                             | 1594  | 832                        | 681                   | 151                       | 762         | 46.04%                  | 47.80%              | 52.81%                                |
| #182                  |            | 0     | 8         | 0           | 8                   | 0                          | 1                     | 0                              | 7     | 2                          | 2                     | 0                         | 5           | 71.43%                  | 71.43%              | 71.43%                                |
| #183                  |            | 1     | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1     | 1                          | 1                     | 0                         | 0           | 0.00%                   | 0.00%               | 0.00%                                 |
| #184                  |            | 201   | 0         | 0           | 201                 | 0                          | 1                     | 4                              | 196   | 38                         | 35                    | 3                         | 158         | 81.87%                  | 80.61%              | 81.87%                                |
| #185                  |            | 597   | 0         | 0           | 597                 | 124                        | 114                   | 15                             | 344   | 196                        | 149                   | 47                        | 148         | 35.15%                  | 43.02%              | 49.83%                                |
| LENS Subtotal         |            | 38418 | 0         | 0           | 38418               | 4039                       | 3665                  | 403                            | 30311 | 8492                       | 6656                  | 1833                      | 21819       | 67.10%                  | 71.98%              | 76.62%                                |
| EDI Subtotal          |            | 0     | 27627     | 0           | 27627               | 3327                       | 3655                  | 44                             | 20601 | 8060                       | 3711                  | 4349                      | 12541       | 64.05%                  | 60.88%              | 77.17%                                |
| TAG Subtotal          |            | 0     | 0         | 18693       | 18693               | 2550                       | 2508                  | 245                            | 13390 | 7969                       | 6113                  | 1856                      | 5421        | 38.49%                  | 40.49%              | 47.00%                                |
| TOTAL INTERFACES      |            | 38418 | 27627     | 18693       | 84738               | 9916                       | 9828                  | 692                            | 64302 | 24521                      | 16480                 | 8038                      | 39781       | 60.11%                  | 61.87%              | 70.70%                                |

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| AGGREGATE ORDER TYPES |            |                  |
|-----------------------|------------|------------------|
| Company Info          |            |                  |
|                       |            |                  |
|                       |            |                  |
| Name                  | RESH / OCN | FATAL<br>REJECTS |
| #1                    |            | 46               |
| #2                    |            | 528              |
| #3                    |            | 45               |
| #4                    |            | 2                |
| #5                    |            | 12               |
| #6                    |            | 65               |
| #7                    |            | 5                |
| #8                    |            | 2                |
| #9                    |            | 19               |
| #10                   |            | 4                |
| #11                   |            | 56               |
| #12                   |            | 6                |
| #13                   |            | 4                |
| #14                   |            | 1                |
| #15                   |            | 21               |
| #16                   |            | 6                |
| #17                   |            | 48               |
| #18                   |            | 12               |
| #19                   |            | 30               |
| #20                   |            | 14               |
| #21                   |            | 15               |
| #22                   |            | 1                |
| #23                   |            | 3                |
| #24                   |            | 12               |
| #25                   |            | 66               |
| #26                   |            | 3                |
| #27                   |            | 5                |
| #28                   |            | 18               |
| #29                   |            | 43               |
| #30                   |            | 1                |

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| AGGREGATE ORDER TYPES |            |                  |
|-----------------------|------------|------------------|
| Company Info          |            |                  |
|                       |            |                  |
|                       |            |                  |
| Name                  | RESH / OCN | FATAL<br>REJECTS |
| #31                   |            | 3                |
| #32                   |            | 7                |
| #33                   |            | 33               |
| #34                   |            | 7                |
| #35                   |            | 5                |
| #36                   |            | 6                |
| #37                   |            | 35               |
| #38                   |            | 10               |
| #39                   |            | 34               |
| #40                   |            | 2                |
| #41                   |            | 4                |
| #42                   |            | 5                |
| #43                   |            | 2                |
| #44                   |            | 2                |
| #45                   |            | 9                |
| #46                   |            | 9                |
| #47                   |            | 1                |
| #48                   |            | 2                |
| #49                   |            | 4                |
| #50                   |            | 3                |
| #51                   |            | 1                |
| #52                   |            | 1                |
| #53                   |            | 14               |
| #54                   |            | 5                |
| #55                   |            | 4                |
| #56                   |            | 5                |
| #57                   |            | 3                |
| #58                   |            | 2                |
| #59                   |            | 16               |
| #60                   |            | 4                |

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| AGGREGATE ORDER TYPES |            |                  |
|-----------------------|------------|------------------|
| Company Info          |            |                  |
|                       |            |                  |
|                       |            |                  |
| Name                  | RESH / OCN | FATAL<br>REJECTS |
| #61                   |            | 4                |
| #62                   |            | 10               |
| #63                   |            | 6                |
| #64                   |            | 12               |
| #65                   |            | 37               |
| #66                   |            | 6                |
| #67                   |            | 8                |
| #68                   |            | 35               |
| #69                   |            | 2                |
| #70                   |            | 9                |
| #71                   |            | 24               |
| #72                   |            | 8                |
| #73                   |            | 66               |
| #74                   |            | 12               |
| #75                   |            | 8                |
| #76                   |            | 17               |
| #77                   |            | 3                |
| #78                   |            | 1                |
| #79                   |            | 22               |
| #80                   |            | 2                |
| #81                   |            | 2                |
| #82                   |            | 18               |
| #83                   |            | 2                |
| #84                   |            | 4                |
| #85                   |            | 29               |
| #86                   |            | 3                |
| #87                   |            | 8                |
| #88                   |            | 1                |
| #89                   |            | 1                |
| #90                   |            | 11               |

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| AGGREGATE ORDER TYPES |            |                  |
|-----------------------|------------|------------------|
| Company Info          |            |                  |
|                       |            |                  |
|                       |            |                  |
| Name                  | RESH / OCN | FATAL<br>REJECTS |
| #91                   |            | 5                |
| #92                   |            | 2                |
| #93                   |            | 33               |
| #94                   |            | 25               |
| #95                   |            | 62               |
| #96                   |            | 4                |
| #97                   |            | 26               |
| #98                   |            | 3                |
| #99                   |            | 1                |
| #100                  |            | 1                |
| #101                  |            | 5                |
| #102                  |            | 2                |
| #103                  |            | 528              |
| #104                  |            | 55               |
| #105                  |            | 7                |
| #106                  |            | 4                |
| #107                  |            | 9                |
| #108                  |            | 26               |
| #109                  |            | 2                |
| #110                  |            | 1                |
| #111                  |            | 1                |
| #112                  |            | 1                |
| #113                  |            | 5                |
| #114                  |            | 57               |
| #115                  |            | 6                |
| #116                  |            | 11               |
| #117                  |            | 47               |
| #118                  |            | 1                |
| #119                  |            | 5                |
| #120                  |            | 58               |

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| AGGREGATE ORDER TYPES |            |                  |
|-----------------------|------------|------------------|
| Company Info          |            |                  |
|                       |            |                  |
|                       |            |                  |
| Name                  | RESH / OCN | FATAL<br>REJECTS |
| #121                  |            | 567              |
| #122                  |            | 3                |
| #123                  |            | 12               |
| #124                  |            | 6                |
| #125                  |            | 5                |
| #126                  |            | 6                |
| #127                  |            | 15               |
| #128                  |            | 17               |
| #129                  |            | 6                |
| #130                  |            | 8                |
| #131                  |            | 94               |
| #132                  |            | 3                |
| #133                  |            | 969              |
| #134                  |            | 6                |
| #135                  |            | 10               |
| #136                  |            | 3                |
| #137                  |            | 1                |
| #138                  |            | 3                |
| #139                  |            | 3                |
| #140                  |            | 1                |
| #141                  |            | 3                |
| #142                  |            | 47               |
| #143                  |            | 57               |
| #144                  |            | 6                |
| #145                  |            | 11               |
| #146                  |            | 15               |
| #147                  |            | 4                |
| #148                  |            | 689              |
| #149                  |            | 51               |
| #150                  |            | 45               |

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| AGGREGATE ORDER TYPES |            |                  |
|-----------------------|------------|------------------|
| Company Info          |            |                  |
|                       |            |                  |
|                       |            |                  |
| Name                  | RESH / OCN | FATAL<br>REJECTS |
| #151                  |            | 14               |
| #152                  |            | 4                |
| #153                  |            | 178              |
| #154                  |            | 13               |
| #155                  |            | 359              |
| #156                  |            | 23               |
| #157                  |            | 5                |
| #158                  |            | 2                |
| #159                  |            | 32               |
| #160                  |            | 269              |
| #161                  |            | 3                |
| #162                  |            | 17               |
| #163                  |            | 4                |
| #164                  |            | 1                |
| #165                  |            | 9                |
| #166                  |            | 6                |
| #167                  |            | 23               |
| #168                  |            | 80               |
| #169                  |            | 246              |
| #170                  |            | 2                |
| #171                  |            | 4                |
| #172                  |            | 3                |
| #173                  |            | 111              |
| #174                  |            | 5                |
| #175                  |            | 1085             |
| #176                  |            | 12               |
| #177                  |            | 47               |
| #178                  |            | 12               |
| #179                  |            | 5                |
| #180                  |            | 4                |

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| AGGREGATE ORDER TYPES |            |                  |
|-----------------------|------------|------------------|
| Company Info          |            |                  |
|                       |            |                  |
|                       |            |                  |
| Name                  | RESH / OCN | FATAL<br>REJECTS |
| #181                  |            | 6                |
| #182                  |            | 146              |
| #183                  |            | 2                |
| #184                  |            | 1                |
| #185                  |            | 1                |
| #186                  |            | 1                |
| #187                  |            | 13               |
| #188                  |            | 65               |
| #189                  |            | 121              |
| #190                  |            | 3                |
| #191                  |            | 224              |
| #192                  |            | 14               |
| #193                  |            | 1                |
| #194                  |            | 10               |
| #195                  |            | 2                |
| #196                  |            | 52               |
| #197                  |            | 10               |
| #198                  |            | 33               |
| #199                  |            | 3                |
| #200                  |            | 6                |
| #201                  |            | 5                |
| #202                  |            | 1                |
| #203                  |            | 15               |
| #204                  |            | 130              |
| #205                  |            | 357              |
| #206                  |            | 12               |
| #207                  |            | 16               |
| #208                  |            | 5                |
| #209                  |            | 3                |
| #210                  |            | 5                |

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| AGGREGATE ORDER TYPES |            |                  |
|-----------------------|------------|------------------|
| Company Info          |            |                  |
|                       |            |                  |
|                       |            |                  |
| Name                  | RESH / OCN | FATAL<br>REJECTS |
| #211                  |            | 67               |
| #212                  |            | 6                |
| #213                  |            | 589              |
| #214                  |            | 8                |
| #214                  |            | 6                |
| #216                  |            | 11               |
| #217                  |            | 2                |
| #217                  |            | 2                |
| #219                  |            | 1                |
| #220                  |            | 13               |
| #221                  |            | 124              |
| #222                  |            | 17               |
| #223                  |            | 6                |
| #224                  |            | 1                |
| #225                  |            | 6                |
| #226                  |            | 43               |
| #227                  |            | 10               |
| #228                  |            | 3                |
| #229                  |            | 3                |
| #230                  |            | 59               |
| #231                  |            | 11               |
| #232                  |            | 9                |
| #233                  |            | 6                |
| #234                  |            | 4                |
| #235                  |            | 22               |
| #236                  |            | 85               |
| #237                  |            | 33               |
| Total                 |            | 10349            |

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| AGGREGATE                        | ORDER TY     | PES             |                 |  |             |          |           |       |            |                    |
|----------------------------------|--------------|-----------------|-----------------|--|-------------|----------|-----------|-------|------------|--------------------|
| ERROR DETA                       | AILS (Auto C | larifications ( | A) & Errors (E) |  | CAUSATION   |          |           |       |            |                    |
|                                  |              |                 |                 |  | CLEC Caused |          |           |       | BST Caused |                    |
| Error Type<br>(by error<br>code) | Count        | %               | S<br>%          | Error Description  | Count       | % of Agg | % of CLEC | Count | % of Agg   | % of BST<br>Caused |
| 1000                             | 7741         | 11.40%          | 11.40%          | IF CHGING CLASS OF SERVICE ALL PERTINENT USOCS MUST BE POPULATED IN AND OUT- | 7373        | 95.25%   | 13.90%    | 368   | 4.75%      | 2.469%             |
| 7020                             | 1433         | 2.11%           | 13.51%          | NUM= TELNO= TN NOT FOUND IN CRIS   | 1432        | 99.93%   | 2.70%     | 1     | 0.07%      | 0.007%             |
| 7040                             | 1            | 0.00%           | 13.51%          | LOGON ABORTED/FAILED   | 1           | 100.00%  | 0.00%     | 0     | 0.00%      | 0.000%             |
| 7055                             | 1878         | 2.76%           | 16.27%          | NUM= TELNO= ACCOUNT IS FINAL   | 1872        | 99.68%   | 3.53%     | 6     | 0.32%      | 0.040%             |
| 7095                             | 6            | 0.01%           | 16.28%          | INCORRECT RATE ZONE DATA RECEIVED FROM RSAG                                  | 1           | 16.67%   | 0.00%     | 5     | 83.33%     | 0.034%             |
| 7110                             | 980          | 1.44%           | 17.72%          | COFFI NOT AVAILABLE  | 442         | 45.10%   | 0.83%     | 538   | 54.90%     | 3.610%             |
| 7115                             | 155          | 0.23%           | 17.95%          | DSAP TELEPHONE NUMBER NOT ACTIVE/FOUND IN SITE                               | 61          | 39.35%   | 0.12%     | 94    | 60.65%     | 0.631%             |
| 7150                             | 11           | 0.02%           | 17.97%          | UNE - ERROR GENERATING ECCKT   | 9           | 81.82%   | 0.02%     | 2     | 18.18%     | 0.013%             |
| 7225                             | 10           | 0.01%           | 17.98%          | USOC= IS MISSING   | 10          | 100.00%  | 0.02%     | 0     | 0.00%      | 0.000%             |
| 7230                             | 11           | 0.02%           | 18.00%          | REFERENCE OF CALL OPTION NOT VALID FOR THIS ACCOUNT ACTIVITY TYPE            | 11          | 100.00%  | 0.02%     | 0     | 0.00%      | 0.000%             |
| 7235                             | 1            | 0.00%           | 18.00%          | 10 DIGIT TN REQUIRED WITH USOC/FID=ZCRN                                      | 1           | 100.00%  | 0.00%     | 0     | 0.00%      | 0.000%             |
| 7245                             | 49           | 0.07%           | 18.07%          | NUM= ZCRT FID, DATA, OR DELIMITER IS MISSING                                 | 39          | 79.59%   | 0.07%     | 10    | 20.41%     | 0.067%             |
| 7250                             | 442          | 0.65%           | 18.72%          | LSR HOUSENUMBER INCORRECT  | 442         | 100.00%  | 0.83%     | 0     | 0.00%      | 0.000%             |
| 7260                             | 1            | 0.00%           | 18.72%          | LISTING TYPE INVALID   | 1           | 100.00%  | 0.00%     | 0     | 0.00%      | 0.000%             |
| 7267                             | 29           | 0.04%           | 18.77%          | UNE - LOCBAN MISSING FOR LINP ORDER  | 28          | 96.55%   | 0.05%     | 1     | 3.45%      | 0.007%             |
| 7295                             | 25           | 0.04%           | 18.80%          | LINE CLASS OF SERVICE MISSING. NUM AND TN REQUIRED                           | 17          | 68.00%   | 0.03%     | 8     | 32.00%     | 0.054%             |
| 7300                             | 20           | 0.03%           | 18.83%          | UNE - CANNOT GENERATE CLASS OF SERVICE USOC                                  | 18          | 90.00%   | 0.03%     | 2     | 10.00%     | 0.013%             |
| 7315                             | 630          | 0.93%           | 19.76%          | CANNOT GENERATE BILLING NAME AND ADDRESS FIDS                                | 604         | 95.87%   | 1.14%     | 26    | 4.13%      | 0.174%             |
| 7375                             | 38           | 0.06%           | 19.82%          | UNE - BOCABS SCREEN ERROR BOE001 ACCOUNT NUMBER NOT FOUND                    | 38          | 100.00%  | 0.07%     | 0     | 0.00%      | 0.000%             |
| 7380                             | 103          | 0.15%           | 19.97%          | UNE - ACTL INVALID   | 102         | 99.03%   | 0.19%     | 1     | 0.97%      | 0.007%             |
| 7400                             | 5688         | 8.37%           | 28.34%          | CLEC DOES NOT OWN THIS ACCOUNT.  | 5687        | 99.98%   | 10.72%    | 1     | 0.02%      | 0.007%             |
| 7435                             | 8            | 0.01%           | 28.35%          | WKG SVC - INPUT ADL, CONVSN ORD OR NOTE ABAND STA                            | 8           | 100.00%  | 0.02%     | 0     | 0.00%      | 0.000%             |
| 7445                             | 58           | 0.09%           | 28.44%          | UNE - CALL FORWARD TN REQUIRED   | 55          | 94.83%   | 0.10%     | 3     | 5.17%      | 0.020%             |
| 7465                             | 1938         | 2.85%           | 31.29%          | CANNOT CANCEL ORDER  | 1195        | 61.66%   | 2.25%     | 743   | 38.34%     | 4.986%             |
| 7495                             | 21           | 0.03%           | 31.32%          | UNE - DIR LOCATOR PROBLEM  | 1           | 4.76%    | 0.00%     | 20    | 95.24%     | 0.134%             |
| 7500                             | 1            | 0.00%           | 31.32%          | DUE DATE COULD NOT BE DETERMINED   | 0           | 0.00%    | 0.00%     | 1     | 100.00%    | 0.007%             |
| 7555                             | 142          | 0.21%           | 31.53%          | FID MISSING IN FEATURE DETAIL  | 119         | 83.80%   | 0.22%     | 23    | 16.20%     | 0.154%             |
| 7570                             | 8            | 0.01%           | 31.54%          | SEQ1X NOT ALLOWED WITH ZNB   | 7           | 87.50%   | 0.01%     | 1     | 12.50%     | 0.007%             |
| 7630                             | 440          | 0.65%           | 32.19%          | MEMORY CALL SERVICE NOT AVAILABLE IN SWITCH                                  | 163         | 37.05%   | 0.31%     | 277   | 62.95%     | 1.859%             |
| 7640                             | 3            | 0.00%           | 32.20%          | DUPLICATE CUSTOMERS EXCEED NINE ON CSR                                       | 2           | 66.67%   | 0.00%     | 1     | 33.33%     | 0.007%             |
| 7645                             | 3280         | 4.83%           | 37.02%          | MATCH IN CSR SA AND LSR HOUSENUM NOT FOUND                                   | 2376        | 72.44%   | 4.48%     | 904   | 27.56%     | 6.066%             |
| 7660                             | 3            | 0.00%           | 37.03%          | USOC FUJ1X NOT FOR RESALE  | 3           | 100.00%  | 0.01%     | 0     | 0.00%      | 0.000%             |
| 7690                             | 27           | 0.04%           | 37.07%          | UNE - ACTL AND ENDUSER LSO MUST BE THE SAME FOR LOOP/LINP SERVICE            | 27          | 100.00%  | 0.05%     | 0     | 0.00%      | 0.000%             |
| 7710                             | 342          | 0.50%           | 37.57%          | CANNOT CANCEL OR CHANGE DUE DATE ON NON-EXISTENT ORDER                       | 203         | 59.36%   | 0.38%     | 139   | 40.64%     | 0.933%             |
| 7715                             | 75           | 0.11%           | 37.68%          | SOCS TIMEOUT/NOT AVAILABLE   | 30          | 40.00%   | 0.06%     | 45    | 60.00%     | 0.302%             |
| 7718                             | 1471         | 2.17%           | 39.85%          | UNABLE TO RETRIEVE PSO TO PROCESS SUP  | 606         | 41.20%   | 1.14%     | 865   | 58.80%     | 5.804%             |

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| AGGREGATE                        | ORDER TY     | PES             |                |  |           |            |           |            |          |                    |
|----------------------------------|--------------|-----------------|----------------|--|-----------|------------|-----------|------------|----------|--------------------|
| ERROR DETA                       | AILS (Auto C | larifications ( | A) & Errors (E |  | CAUSATION |            |           |            |          |                    |
|                                  | ,            |                 | ,              |  |           | CLEC Cause | t         | BST Caused |          |                    |
| Error Type<br>(by error<br>code) | Count        | %               | S<br>%         | Error Description  | Count     | % of Agg   | % of CLEC | Count      | % of Agg | % of BST<br>Caused |
| 7725                             | 159          | 0.23%           | 40.08%         | WAITING PERIOD EQUALS 5 MINUTES  | 41        | 25.79%     | 0.08%     | 118        | 74.21%   | 0.792%             |
| 7735                             | 22           | 0.03%           | 40.11%         | INVALID/MISSING LISTING NAME OR TYPE   | 22        | 100.00%    | 0.04%     | 0          | 0.00%    | 0.000%             |
| 7740                             | 8            | 0.01%           | 40.13%         | LOCAL CALLING PLUS INDICATOR NOT FOUND   | 7         | 87.50%     | 0.01%     | 1          | 12.50%   | 0.007%             |
| 7755                             | 14           | 0.02%           | 40.15%         | UNE - NPANXX NOT FOUND IN CLLI TABLE   | 9         | 64.29%     | 0.02%     | 5          | 35.71%   | 0.034%             |
| 7805                             | 301          | 0.44%           | 40.59%         | SITE COULD NOT BE DETERMINED   | 203       | 67.44%     | 0.38%     | 98         | 32.56%   | 0.658%             |
| 7815                             | 43           | 0.06%           | 40.65%         | FID=RCU INVALID OR MISSING DATA  | 34        | 79.07%     | 0.06%     | 9          | 20.93%   | 0.060%             |
| 7825                             | 1            | 0.00%           | 40.66%         | RSAG-INCORRECT TELEPHONE NUMBER FORMAT   | 0         | 0.00%      | 0.00%     | 1          | 100.00%  | 0.007%             |
| 7850                             | 4            | 0.01%           | 40.66%         | RSAG - NEED ADDITIONAL ADDRESS OR TN   | 4         | 100.00%    | 0.01%     | 0          | 0.00%    | 0.000%             |
| 7860                             | 1183         | 1.74%           | 42.40%         | RSAG - NO EXACT MATCH ON STREET NAME   | 1183      | 100.00%    | 2.23%     | 0          | 0.00%    | 0.000%             |
| 7890                             | 216          | 0.32%           | 42.72%         | RSAG - NO EXACT MATCH ON SUPPLEMENTAL ADDRESS                                    | 215       | 99.54%     | 0.41%     | 1          | 0.46%    | 0.007%             |
| 7900                             | 87           | 0.13%           | 42.85%         | RSAG - NO MATCH ON STREET NAME   | 87        | 100.00%    | 0.16%     | 0          | 0.00%    | 0.000%             |
| 7905                             | 1359         | 2.00%           | 44.85%         | RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT         | 1357      | 99.85%     | 2.56%     | 2          | 0.15%    | 0.013%             |
| 7910                             | 70           | 0.10%           | 44.95%         | RSAG - NO MATCH ON EXACT STREET NAME   | 48        | 68.57%     | 0.09%     | 22         | 31.43%   | 0.148%             |
| 7935                             | 24           | 0.04%           | 44.99%         | RSAG-SIMILAR STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP                      | 24        | 100.00%    | 0.05%     | 0          | 0.00%    | 0.000%             |
| 7945                             | 22           | 0.03%           | 45.02%         | RSAG SYSTEM ERROR  | 7         | 31.82%     | 0.01%     | 15         | 68.18%   | 0.101%             |
| 8150                             | 79           | 0.12%           | 45.14%         | ORDER HAS BEEN REQUEUED FOR THE MAXIMUM NUMBER OF OCCURRENCES                    | 25        | 31.65%     | 0.05%     | 54         | 68.35%   | 0.362%             |
| 8167                             | 39           | 0.06%           | 45.19%         | INVALID USOC CHARACTER. FORMAT SAE 013   1 CREXI                                 | 39        | 100.00%    | 0.07%     | 0          | 0.00%    | 0.000%             |
| 8170                             | 335          | 0.49%           | 45.69%         | USOC MAY ONLY APPEAR ONCE. FORMAT SAE 110 I1 CREX1 /TN                           | 335       | 100.00%    | 0.63%     | 0          | 0.00%    | 0.000%             |
| 8173                             | 42           | 0.06%           | 45.75%         | INVALID CLASS OF SERVICE. FORMAT IDNT 131 UEPRL=                                 | 42        | 100.00%    | 0.08%     | 0          | 0.00%    | 0.000%             |
| 8175                             | 2            | 0.00%           | 45.75%         | USOC NOT AVAILABLE IN SWITCH. FORMAT SAE 180N 11 ESXDC                           | 2         | 100.00%    | 0.00%     | 0          | 0.00%    | 0.000%             |
| 8180                             | 120          | 0.18%           | 45.93%         | LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFER        | 120       | 100.00%    | 0.23%     | 0          | 0.00%    | 0.000%             |
| 8183                             | 6            | 0.01%           | 45.94%         | AREA CALLING PLAN USOC MISMATCH. FORMAT 320 LINE UPP :0000000 / LINE ASSIGN :000 | 6         | 100.00%    | 0.01%     | 0          | 0.00%    | 0.000%             |
| 8185                             | 27           | 0.04%           | 45.98%         | ESC/ESCWT NOT VALID COMBINATION. FORMAT SAE 424 11 ESCWT                         | 27        | 100.00%    | 0.05%     | 0          | 0.00%    | 0.000%             |
| 8187                             | 182          | 0.27%           | 46.24%         | USOC MAY NOT APPEAR ON REQUEST. FORMAT SAE 431 T1 EMP1S /TN                      | 182       | 100.00%    | 0.34%     | 0          | 0.00%    | 0.000%             |
| 8189                             | 652          | 0.96%           | 47.20%         | USOC IS NOT VALID ON BST FILE. FORMAT SAE 433 11 CREX6                           | 652       | 100.00%    | 1.23%     | 0          | 0.00%    | 0.000%             |
| 8190                             | 909          | 1.34%           | 48.54%         | INVALID USOC FOR BASIC CLASS OF SERVICE. FORMAT SAE 434 11 S98CP /TN             | 909       | 100.00%    | 1.71%     | 0          | 0.00%    | 0.000%             |
| 8193                             | 1            | 0.00%           | 48.54%         | USOC NOT VALID WITH CALLER ID. FORMAT SAE 473 I1 NXMCR /TN                       | 1         | 100.00%    | 0.00%     | 0          | 0.00%    | 0.000%             |
| 8195                             | 247          | 0.36%           | 48.91%         | CALL FORWARDING USOC MUST NOT APPEAR. FORMAT SAE 540 11 GCJ /TN                  | 247       | 100.00%    | 0.47%     | 0          | 0.00%    | 0.000%             |
| 8197                             | 217          | 0.32%           | 49.23%         | CALL FORWARDING USOC MUST APPEAR. FORMAT SAE 541                                 | 217       | 100.00%    | 0.41%     | 0          | 0.00%    | 0.000%             |
| 8199                             | 31           | 0.05%           | 49.27%         | GCJRC/GCJ COMBINATION INVALID. FORMAT SAE 560 11 GCJRC /TN                       | 31        | 100.00%    | 0.06%     | 0          | 0.00%    | 0.000%             |
| 8204                             | 137          | 0.20%           | 49.47%         | BCR/NSS/NX8 INVALID USOC COMBINATION. FORMAT SAE 575 R1 NSS /TN                  | 137       | 100.00%    | 0.26%     | 0          | 0.00%    | 0.000%             |
| 8207                             | 55           | 0.08%           | 49.56%         | BRD/NSQ/NX9 INVALID USOC COMBINATION. FORMAT SAE 576 11 NX9 /TN                  | 55        | 100.00%    | 0.10%     | 0          | 0.00%    | 0.000%             |
| 8209                             | 463          | 0.68%           | 50.24%         | USOC COMBINATION IS INVALID. FORMAT SAE 587 11 ESXDC /TN                         | 463       | 100.00%    | 0.87%     | 0          | 0.00%    | 0.000%             |
| 8240                             | 187          | 0.28%           | 50.51%         | INVALID LINE CLASS OF SVC FOR REQUESTED SERVICE                                  | 186       | 99.47%     | 0.35%     | 1          | 0.53%    | 0.007%             |
| 8250                             | 153          | 0.23%           | 50.74%         | USOC= NOT APPLICABLE TO PORT LOOP SERVICE  | 153       | 100.00%    | 0.29%     | 0          | 0.00%    | 0.000%             |
| 8395                             | 2            | 0.00%           | 50.74%         | LSF INVALID FOR REQTYP/ACT TYPE COMBINATION                                      | 2         | 100.00%    | 0.00%     | 0          | 0.00%    | 0.000%             |

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| ERROR DETAIL                     |             |                 |                 |  |           |             |           |            | 1        |                    |
|----------------------------------|-------------|-----------------|-----------------|--|-----------|-------------|-----------|------------|----------|--------------------|
|                                  | ILS (Auto C | larifications ( | A) & Errors (E) |  | CAUSATION |             |           |            |          |                    |
|                                  | ·           | ,               | , , ,           | ,  |           | CLEC Caused | d         | BST Caused |          |                    |
| Error Type<br>(by error<br>code) | Count       | %               | S<br>%          | Error Description  | Count     | % of Agg    | % of CLEC | Count      | % of Agg | % of BST<br>Caused |
| 8415                             | 24          | 0.04%           | 50.78%          | LSF LP ALREADY EXISTS ON ACCOUNT   | 24        | 100.00%     | 0.05%     | 0          | 0.00%    | 0.000%             |
| 8430                             | 7           | 0.01%           | 50.79%          | LSF DOES NOT EXIST ON ACCOUNT  | 7         | 100.00%     | 0.01%     | 0          | 0.00%    | 0.000%             |
| 8700                             | 15          | 0.02%           | 50.81%          | RSAG-INVALID SEARCH AREA   | 0         | 0.00%       | 0.00%     | 15         | 100.00%  | 0.101%             |
| 8820                             | 212         | 0.31%           | 51.12%          | SOCS ERROR: LUD BILL 004 ACT CODE NOT FOR THIS ORD TYPE                      | 84        | 39.62%      | 0.16%     | 128        | 60.38%   | 0.859%             |
| 8825                             | 13442       | 19.79%          | 70.91%          | ORDER ERR:   | 3145      | 23.40%      | 5.93%     | 10297      | 76.60%   | 69.093%            |
| 8830                             | 536         | 0.79%           | 71.70%          | CLEC ALREADY OWNS THIS ACCOUNT   | 533       | 99.44%      | 1.01%     | 3          | 0.56%    | 0.020%             |
| 8885                             | 1           | 0.00%           | 71.70%          | LINE ACT IS V AND LINE IS NOT ON CUSTOMER RECORD                             | 1         | 100.00%     | 0.00%     | 0          | 0.00%    | 0.000%             |
| 8890                             | 2           | 0.00%           | 71.70%          | UNE - INVALID ACT TYPE/LNA/FEATURE COMBINATION                               | 2         | 100.00%     | 0.00%     | 0          | 0.00%    | 0.000%             |
| 8940                             | 504         | 0.74%           | 72.44%          | CALL FORWARDING NUMBER MISSING OR INVALID                                    | 500       | 99.21%      | 0.94%     | 4          | 0.79%    | 0.027%             |
| 8945                             | 35          | 0.05%           | 72.50%          | LINECLSSVC AND TOS DO NOT MATCH  | 35        | 100.00%     | 0.07%     | 0          | 0.00%    | 0.000%             |
| 8970                             | 574         | 0.84%           | 73.34%          | FID RCU WITH TWC FOUND ON SAME LINE AS 3-WAY CALLING USOC                    | 571       | 99.48%      | 1.08%     | 3          | 0.52%    | 0.020%             |
| 8995                             | 1           | 0.00%           | 73.34%          | SEMICOLON DISALLOWED WITH (+) SIGN IN PERSONAL NAME LISTINGS                 | 1         | 100.00%     | 0.00%     | 0          | 0.00%    | 0.000%             |
| 9000                             | 14          | 0.02%           | 73.36%          | LSO/LOCBAN (NPANXX) MISSING OR INVALID                                       | 14        | 100.00%     | 0.03%     | 0          | 0.00%    | 0.000%             |
| 9015                             | 7           | 0.01%           | 73.37%          | SUP FAILED TO UPDATE DUE DATE  | 7         | 100.00%     | 0.01%     | 0          | 0.00%    | 0.000%             |
| 9110                             | 1           | 0.00%           | 73.37%          | TELNO= PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TY | 1         | 100.00%     | 0.00%     | 0          | 0.00%    | 0.000%             |
| 9115                             | 1           | 0.00%           | 73.38%          | TELNO= LPIC REQUIRED PER UNIQUE TELNO ON A, V, P9 LINE ACTIVITY TYPES        | 1         | 100.00%     | 0.00%     | 0          | 0.00%    | 0.000%             |
| 9155                             | 51          | 0.08%           | 73.45%          | UNE - PORTED OUT NUMBER  | 51        | 100.00%     | 0.10%     | 0          | 0.00%    | 0.000%             |
| 9160                             | 141         | 0.21%           | 73.66%          | LOCBAN INVALID FOR PORTED NUMBER ACTIVITY                                    | 141       | 100.00%     | 0.27%     | 0          | 0.00%    | 0.000%             |
| 9185                             | 2           | 0.00%           | 73.66%          | UNABLE TO DETERMINE TBE CHOICE   | 2         | 100.00%     | 0.00%     | 0          | 0.00%    | 0.000%             |
| 9190                             | 1           | 0.00%           | 73.66%          | ZIP CODE IS NOT NUMERIC  | 1         | 100.00%     | 0.00%     | 0          | 0.00%    | 0.000%             |
| 9245                             | 179         | 0.26%           | 73.93%          | CORRECT ECCKT IS REQUIRED FOR LNA , LNUM                                     | 179       | 100.00%     | 0.34%     | 0          | 0.00%    | 0.000%             |
| 9263                             | 1           | 0.00%           | 73.93%          | NC CODE IS A REQUIRED FIELD FOR LOOP REQUESTS                                | 1         | 100.00%     | 0.00%     | 0          | 0.00%    | 0.000%             |
| 9428                             | 1           | 0.00%           | 73.93%          | DLNUM=0001 LTN= INVALID NICK DATA  | 1         | 100.00%     | 0.00%     | 0          | 0.00%    | 0.000%             |
| 9439                             | 127         | 0.19%           | 74.12%          | LTN= DISPOSITION OF LISTINGS ON MIGRATED LINES REQUIRED                      | 127       | 100.00%     | 0.24%     | 0          | 0.00%    | 0.000%             |
| 9442                             | 321         | 0.47%           | 74.59%          | DLNUM=0002 LTN= ALI MUST BE UNIQUE   | 317       | 98.75%      | 0.60%     | 4          | 1.25%    | 0.027%             |
| 9466                             | 50          | 0.07%           | 74.66%          | UNABLE TO DETERMINE BLOCK CHOICE   | 50        | 100.00%     | 0.09%     | 0          | 0.00%    | 0.000%             |
| 9471                             | 7           | 0.01%           | 74.67%          | TOTAL QUANTITY OF VCA AND SCO SHOULD EQUAL IWJQ                              | 7         | 100.00%     | 0.01%     | 0          | 0.00%    | 0.000%             |
| 9473                             | 1           | 0.00%           | 74.67%          | ONLY FOUR DIFFERENT LEATINS ALLOWED PER LSR                                  | 1         | 100.00%     | 0.00%     | 0          | 0.00%    | 0.000%             |
| 9475                             | 283         | 0.42%           | 75.09%          | ACT= ALLOWED ONLY ON SAME LOCNUM SERVICE ADDRESS                             | 282       | 99.65%      | 0.53%     | 1          | 0.35%    | 0.007%             |
| 9476                             | 40          | 0.06%           | 75.15%          | IS NOT FOUND ON CSR TO DISCONNECT  | 40        | 100.00%     | 0.08%     | 0          | 0.00%    | 0.000%             |
| 9477                             | 26          | 0.00%           | 75.19%          | LSR LNUM=00002 INVALID LNA, NO RECORDED CHANGE FOR TELEPHONE NUMBER          | 26        | 100.00%     | 0.05%     | 0          | 0.00%    | 0.000%             |
| 9479                             | 69          | 0.10%           | 75.19%          | LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO MODIFY                       | 69        | 100.00%     | 0.03%     | 0          | 0.00%    | 0.000%             |
| 9481                             | 1316        | 1.94%           | 77.23%          | LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO DISCONNECT                   | 1307      | 99.32%      | 2.46%     | 9          | 0.68%    | 0.060%             |
| 9484                             | 33          | 0.05%           | 77.28%          | TNS= FOR LNUM=00001 ALREADY EXIST ON ACCOUNT TO DISCONNECT                   | 32        | 96.97%      | 0.06%     | 1          | 3.03%    | 0.000%             |
| 9487                             | 3           | 0.05%           | 77.28%          | INVALID ACT TYPE FOR FULL MIGRATION  | 32        | 100.00%     | 0.06%     | 0          | 0.00%    | 0.007%             |
| 9487                             | 377         | 0.00%           | 77.83%          | DISPOSITION OF ALL LINES REQUIRED ON ACT V                                   | 376       | 99.73%      | 0.01%     | 1          | 0.00%    | 0.000%             |

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| AGGREGATE                        | ORDER TY     | PES             |                 |  |           |            |           |       |            |                    |
|----------------------------------|--------------|-----------------|-----------------|--|-----------|------------|-----------|-------|------------|--------------------|
| ERROR DETA                       | AILS (Auto C | larifications ( | A) & Errors (E) |  | CAUSATION |            |           |       |            |                    |
|                                  | `            | Ì               | , , ,           | ,  |           | CLEC Cause | d         |       | BST Caused |                    |
| Error Type<br>(by error<br>code) | Count        | %               | S<br>%          | Error Description  | Count     | % of Agg   | % of CLEC | Count | % of Agg   | % of BST<br>Caused |
| 9492                             | 1            | 0.00%           | 77.84%          | ATN= CANNOT EXIST AS A MAIN ACCOUNT FOR ACT P                                | 1         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.000%             |
| 9495                             | 9            | 0.01%           | 77.85%          | EATN= MUST EXIST FOR ACT P AND Q   | 9         | 100.00%    | 0.02%     | 0     | 0.00%      | 0.000%             |
| 9496                             | 1853         | 2.73%           | 80.58%          | TNS= ON LNUM=00004 NOT FOUND ON EATN= FOR ACT=                               | 1853      | 100.00%    | 3.49%     | 0     | 0.00%      | 0.000%             |
| 9498                             | 10           | 0.01%           | 80.59%          | EAN= ON LNUM= AND LEAN= ARE POPULATED  | 10        | 100.00%    | 0.02%     | 0     | 0.00%      | 0.000%             |
| 9508                             | 1            | 0.00%           | 80.59%          | DLNUM=0001 LTN= FIRST THREE CHARACTERS OF NSTN NUST BE NUMERIC               | 1         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.000%             |
| 9510                             | 1            | 0.00%           | 80.59%          | ONLY ONE TC PER ALLOWED PER LOCATION   | 1         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.000%             |
| 9515                             | 1977         | 2.91%           | 83.51%          | WKG SVC-INPUT ADL, CONVERSION ORDER OR NOTE ABANDONED STATION                | 1972      | 99.75%     | 3.72%     | 5     | 0.25%      | 0.034%             |
| 9516                             | 21           | 0.03%           | 83.54%          | WSOP OF V AND ADL NOT ALLOWED ON SAME ATN                                    | 18        | 85.71%     | 0.03%     | 3     | 14.29%     | 0.020%             |
| 9517                             | 27           | 0.04%           | 83.58%          | UNDC INVALID IF PIC ALREADY EXISTS   | 27        | 100.00%    | 0.05%     | 0     | 0.00%      | 0.000%             |
| 9519                             | 1            | 0.00%           | 83.58%          | LOCNUM= HNUM= HT= TN NOT FOUND ON CSR OR LSR                                 | 1         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.000%             |
| 9523                             | 8            | 0.01%           | 83.59%          | LOCNUM=000 HNUM=00001 HT= MIXED NPA(S) ARE NOT ALLOWED FOR HUNTING IN THIS S | 8         | 100.00%    | 0.02%     | 0     | 0.00%      | 0.000%             |
| 9529                             | 1475         | 2.17%           | 85.76%          | CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED                          | 1475      | 100.00%    | 2.78%     | 0     | 0.00%      | 0.000%             |
| 9543                             | 63           | 0.09%           | 85.85%          | LOCNUM= HNUM= HT= HT CANNOT BE IN MORE THAN ONE HID                          | 63        | 100.00%    | 0.12%     | 0     | 0.00%      | 0.000%             |
| 9545                             | 6            | 0.01%           | 85.86%          | LOCNUM= HNUM=00001 HA OF D NOT ALLOWED                                       | 6         | 100.00%    | 0.01%     | 0     | 0.00%      | 0.000%             |
| 9600                             | 5            | 0.01%           | 85.87%          | TASKMATE ERROR INCORRECT SCREEN FORMAT ON HOST                               | 2         | 40.00%     | 0.00%     | 3     | 60.00%     | 0.020%             |
| 9602                             | 2137         | 3.15%           | 89.02%          | USOC=NSS ALREADY EXISTS ON CUSTOMER RECORD                                   | 2128      | 99.58%     | 4.01%     | 9     | 0.42%      | 0.060%             |
| 9605                             | 159          | 0.23%           | 89.25%          | USOC NOT FOR RESALE FORMAT SAE 959 T1 PGRAX /ZPGR 1 /RMKR (A)                | 159       | 100.00%    | 0.30%     | 0     | 0.00%      | 0.000%             |
| 9606                             | 16           | 0.02%           | 89.27%          | TNS CANNOT BE REASSIGNED FOR 90 DAYS   | 16        | 100.00%    | 0.03%     | 0     | 0.00%      | 0.000%             |
| 9616                             | 15           | 0.02%           | 89.29%          | YPH INVALID  | 15        | 100.00%    | 0.03%     | 0     | 0.00%      | 0.000%             |
| 9623                             | 9            | 0.01%           | 89.31%          | TOUCHTONE IS INVALID WITH AREA PLUS SERVICE                                  | 9         | 100.00%    | 0.02%     | 0     | 0.00%      | 0.000%             |
| 9626                             | 299          | 0.44%           | 89.75%          | CLASS OF SERVICE LNPRL NOT ELIGIBLE FOR CONVERSION TO PORT/LOOP              | 299       | 100.00%    | 0.56%     | 0     | 0.00%      | 0.000%             |
| 9627                             | 2159         | 3.18%           | 92.93%          | ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER                               | 2155      | 99.81%     | 4.06%     | 4     | 0.19%      | 0.027%             |
| 9628                             | 134          | 0.20%           | 93.12%          | REQUEST DOES NOT QUALIFY FOR STAR 98 SERVICE                                 | 134       | 100.00%    | 0.25%     | 0     | 0.00%      | 0.000%             |
| 9629                             | 30           | 0.04%           | 93.17%          | CALL FORWARDING FID (CFND) AND CFND TN REQUIRED BEHIND USOC S98AF            | 30        | 100.00%    | 0.06%     | 0     | 0.00%      | 0.000%             |
| 9639                             | 13           | 0.02%           | 93.19%          | CATEGORY L USOC MUST APPEAR FOR SAME TN                                      | 13        | 100.00%    | 0.02%     | 0     | 0.00%      | 0.000%             |
| 9641                             | 2811         | 4.14%           | 97.33%          | REQUESTED ACTIVITY ALREADY PENDING DM4V32                                    | 2811      | 100.00%    | 5.30%     | 0     | 0.00%      | 0.000%             |
| 9647                             | 249          | 0.37%           | 97.69%          | BAN DOES NOT EXIST FOR COMPANY CODE  | 249       | 100.00%    | 0.47%     | 0     | 0.00%      | 0.000%             |
| 9654                             | 203          | 0.30%           | 97.99%          | DIRECTORY DELIVERY ADDRESS IS REQUIRED FOR INDEFINITE OR UNNUMBERED ENDUS    | 203       | 100.00%    | 0.38%     | 0     | 0.00%      | 0.000%             |
| 9656                             | 1            | 0.00%           | 97.99%          | SLTN NOT FOUND ON CRIS ACCOUNT FOR LNA N, LNUM                               | 1         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.000%             |
| 9670                             | 19           | 0.03%           | 98.02%          | TOUCHTONE USOC REQUIRED INWARD OR RECAPPED - FORMAT SAE 004                  | 19        | 100.00%    | 0.04%     | 0     | 0.00%      | 0.000%             |
| 9671                             | 71           | 0.10%           | 98.12%          | TOUCHTNE USOC REQUIRED - FORMAT SAE 245                                      | 71        | 100.00%    | 0.13%     | 0     | 0.00%      | 0.000%             |
| 9673                             | 4            | 0.01%           | 98.13%          | RINGMASTER USOC REQUIRED - FORMAT SAE 387                                    | 4         | 100.00%    | 0.01%     | 0     | 0.00%      | 0.000%             |
| 9674                             | 32           | 0.05%           | 98.18%          | INVALID TN/PN DATA - FORMAT SAE 389 I1 DRS /TN /PN /RNP B                    | 32        | 100.00%    | 0.06%     | 0     | 0.00%      | 0.000%             |
| 9675                             | 12           | 0.02%           | 98.20%          | BBC USOC MUST NOT APPEAR - FORMAT SAE 679 I1 BBC /TN                         | 12        | 100.00%    | 0.02%     | 0     | 0.00%      | 0.000%             |
| 9679                             | 1            | 0.00%           | 98.20%          | FIRST CHARACTER OF LINE NUMBER IS NOT VALID FOR BST IN COFFI                 | 1         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.000%             |
| 9680                             | 46           | 0.07%           | 98.26%          | INVALID REQTYP OR TOS FOR LIFELINE   | 46        | 100.00%    | 0.09%     | 0     | 0.00%      | 0.000%             |

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Exhibit AJV-3 Revised Attachment 2A

| AGGREGATE                        | ORDER TY     | PES             |                 |  |           |             |           |       |            |                    |
|----------------------------------|--------------|-----------------|-----------------|--|-----------|-------------|-----------|-------|------------|--------------------|
| ERROR DETA                       | AILS (Auto C | larifications ( | A) & Errors (E) |  | CAUSATION |             |           |       |            |                    |
|                                  |              |                 |                 |  | (         | CLEC Caused | k         |       | BST Caused |                    |
| Error Type<br>(by error<br>code) | Count        | %               | S<br>%          | Error Description                                      | Count     | % of Agg    | % of CLEC | Count | % of Agg   | % of BST<br>Caused |
| 9681                             | 18           | 0.03%           | 98.29%          | LINKUP DISCOUNT CANNOT BE ADDED TO EXISTING SERVICE    | 18        | 100.00%     | 0.03%     | 0     | 0.00%      | 0.000%             |
| 9682                             | 14           | 0.02%           | 98.31%          | LINKUP DISCOUNT IS ONLY AVAILABLE ON LIFELINE ACCOUNTS | 14        | 100.00%     | 0.03%     | 0     | 0.00%      | 0.000%             |
| 9772                             | 4            | 0.01%           | 98.32%          | UNE - ECCKT PROHIBITED WITH LINE ACTIVITY OF A         | 3         | 75.00%      | 0.01%     | 1     | 25.00%     | 0.007%             |
| 9850                             | 1            | 0.00%           | 98.32%          | USOC P25 INVALID WITH USOC AQ3 IN KY                   | 1         | 100.00%     | 0.00%     | 0     | 0.00%      | 0.000%             |
| 9860                             | 1142         | 1.68%           | 100.00%         | UNABLE TO HANDLE REQUEST; ENDUSER ACCOUNT FROZEN       | 1142      | 100.00%     | 2.15%     | 0     | 0.00%      | 0.000%             |
|                                  | 67930        | 100.00%         |                 |  | 53027     |             | 100.00%   | 14903 |            | 100.000%           |

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| err_num | err_description  |
|---------|--|
| 1000    | IF CHGING CLASS OF SERVICE ALL PERTINENT USOCS MUST BE POPULATED IN AND OUT                  |
| 1007    | DUPLICATE CC, PON, VER   |
| 1012    | CANNOT SUPP A PREVIOUSLY CANCELED LSR/PON  |
| 1015    | PON DUPLICATE ON INITIAL LSR   |
| 1017    | PON VALID VALUES ARE UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS . , - '        |
| 1020    | PON VALID VALUES ARE ONLY UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS . , - '   |
| 1022    | LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION   |
| 1023    | NO ORIGINAL LSR FOUND FOR THIS SUP   |
| 1025    | VER MUST BE GREATER THAN PREVIOUS VERSION  |
| 1027    | PREVIOUS LSR AGED OFF - (K) STATUS   |
| 1030    | VER MUST BE GREATER THAN PREVIOUS VERSION  |
| 1032    | VER MUST BE SPACES OR 00(ZEROS) FOR 850  |
| 1035    | VER MUST BE TWO NUMERICS - 01 OR GREATER FOR 860   |
| 1040    | VER MUST BE SPACES OR ZEROES FOR 850   |
| 1050    | D/SENT - D/SENT CENTURY MUST BE CURRENT OR FUTURE DATE                                       |
| 1055    | AN REQUIRED FOR THIS REQTYP/ACT TYPE COMBINATION WHEN ATN IS NOT POPULATED                   |
| 1060    | AN PROHIBITED WHEN ATN IS POPULATED UNLESS REQTYP IS B                                       |
| 1065    | AN MUST BE 10 OR 13 ALPHANUMERICS  |
| 1070    | DDD/DDD-CC MUST BE CURRENT OR FUTURE DATE  |
| 1075    | ATN REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION WHEN AN IS NOT POPULATED                  |
| 1080    | DDD/DDD-CC MUST BE A VALID DATE  |
| 1085    | DDDO-CC/DDDO MUST BE CURRENT OR FUTURE DATE  |
| 1090    | ATN OR AN REQUIRED WHEN EATN IS POPULATED  |
| 1095    | SERVICE CENTER REQUIRED  |
| 1105    | D/TSENT REQUIRED   |
| 1110    | INVALID REQTYP - ACCOUNT ACTIVITY TYPE COMBINATION   |
| 1120    | DDD REQUIRED   |
| 1125    | DDD MUST BE GREATER THAN OR EQUAL TO D/TSENT   |
| 1135    | APPTIME-DDD MUST BE HHMM-HHMM (MILITARY TIME) COVERING A SPAN OF TIME OF ONE HOUR OR GREATER |
| 1140    | DDDO REQUIRED WHEN ACT IS T AND REQTYP IS A, E, M, OR N                                      |
| 1145    | INTERVAL BETWEEN DDD AND DDDO MUST BE 30 CALENDAR DAYS OR LESS                               |
| 1150    | SUP PROHIBITED WHEN 1ST CHARACTER OF REQTYP FIELD CHANGES                                    |
| 1153    | SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE  |
| 1154    | LSR/PON IS COMPLETED   |
| 1155    | DFDT MUST BE POPULATED WITH A SINGLE (HHMM) TIME WHEN CHC IS Y                               |
| 1157    | DFDT PROHIBITED FOR THIS REQTYP/LNA COMBINATION  |

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| err_num | err_description  |
|---------|--|
| 1170    | CC REQUIRED  |
| 1172    | CC MUST BE 4 ALPHANUMERICS   |
| 1175    | REQTYP REQUIRED (STOP EDIT)  |
| 1180    | INVALID REQTYP/ACT TYPE COMBINATION (STOP EDIT)  |
| 1185    | REQTYP VALID ENTRIES MUST BE AB, BB, CB, EB, FB, JB, MB OR NB (STOP EDIT)              |
| 1190    | ACTIVITY TYPE REQUIRED (STOP EDIT)   |
| 1195    | ACTIVITY TYPE VALID ENTRY MUST BE N, C, D, T, R, V, S, B, W, L, Y, P OR Q (STOP EDIT)  |
| 1200    | SUP REQUIRED WHEN VER IS GREATER THAN 00   |
| 1215    | ACTL MUST BE 11 ALPHANUMERIC CHARACTERS  |
| 1220    | EXPEDITE VALID ENTRY IS Y OR N   |
| 1225    | CC REQUIRED ON THIS REQTYP/ACT TYPE COMBINATION (STOP EDIT)                            |
| 1230    | LSO MUST BE 6 NUMERICS   |
| 1255    | NC MUST BE 4 ALPHANUMERIC CHARACTERS WITH HYPHEN ALLOWED IN THE 3RD AND 4TH POSITIONS  |
| 1270    | SECNCI MUST BE A MINIMUM OF 5 ALPHANUMERIC CHARACTERS                                  |
| 1272    | RPON VALID VALUES ARE UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS . , - ' |
| 1285    | ACTL REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                                    |
| 1300    | CIC REQUIRED ON THIS REQTYP-ACTTYPE COMBINATION  |
| 1330    | BAN1 MUST = E, N OR VALID BILLING ACCOUNT NUMBER FORMAT                                |
| 1335    | LSO REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                                     |
| 1340    | LSO MUST BE 6 NUMERICS   |
| 1345    | TOS REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION (STOP EDIT)                         |
| 1360    | TOS SECOND CHARACTER MUST BE A, B, C, D, H, J, OR - (HYPHEN) (STOP EDIT)               |
| 1390    | TOS SECOND CHARACTER MUST BE - (HYPHEN) IF REQTYP IS JB                                |
| 1391    | TOS SECOND CHARACTER MUST BE J, WHEN REQTYP IS NB (STOP EDIT)                          |
| 1395    | TOS THIRD CHARACTER MUST BE - (HYPHEN) IF REQTYP IS JB, BB OR CB                       |
| 1430    | CIC REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                                     |
| 1445    | INITIATOR TELEPHONE NUMBER REQUIRED  |
| 1450    | INITIATOR TELEPHONE NUMBER MUST BE A MINIMUM OF 10 NUMERICS                            |
| 1453    | BAN1 REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                                    |
| 1455    | BAN1 VALID ENTRY MUST BE VALID BILLING ACCOUNT NUMBER OR E WITH TRAILING BLANKS        |
| 1457    | BAN1 MUST BE ENTRY OF E IF REQTYPE A-LINE SHARE CO BASED                               |
| 1470    | BI2 REQUIRED WHEN BAN1 AND BAN2 ARE POPULATED  |
| 1490    | DRC MUST BE 3 ALPHANUMERICS  |
| 1505    | INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                                    |
| 1510    | TEL NO-INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                             |
| 1520    | FAX NO-INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                             |

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| err_num | err_description   |
|---------|---|
| 1525    | FAX NO-INIT MUST BE 10 NUMERICS   |
| 1530    | IMPCON REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION   |
| 1540    | TEL NO IMPCON FORMAT MUST BE 10 NUMERICS IN THE FIRST 10 POSITIONS                                |
| 1555    | TEL NO ALTIM  |
| 1575    | TEL NO DSGCON FORMAT MUST BE 10 NUMERICS IN THE FIRST TEN POSITIONS                               |
| 1605    | REMARKS VIRGULES (/) AND ASTERISKS NOT ALLOWED IN THIS FIELD                                      |
| 1630    | CANNOT SUP A PREVIOUSLY CANCELED LSR/PON  |
| 1635    | LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION  |
| 1640    | NO ORIGINAL LSR FOUND FOR THIS SUP  |
| 1645    | LSR/PON AGED OFF  |
| 1650    | LSR/PON COMPLETED   |
| 1655    | LSR ORIGINATING FORMAT (TCIF) NOT SAME AS ORIGINATING FORMAT                                      |
| 1660    | SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE   |
| 1662    | SUP NOT ALLOWED ON RESTORAL WHEN THE REASON WAS DENIED  |
| 1664    | SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE  |
| 2000    | EU-NAME REQUIRED  |
| 2005    | EU-STREET-1 REQUIRED  |
| 2010    | EU-CITY REQUIRED  |
| 2015    | EU-STATE REQUIRED   |
| 2020    | LOCNUM= LOCNUM REQUIRED WITH THIS REQTYP.ACT TYPE COMBINATION AT THIS LOCATION                    |
| 2025    | EU-ZIP CODE REQUIRED  |
| 2030    | LCON-TELNO MUST BE A MINIMUM OF 10 NUMERICS   |
| 2035    | LOCNUM=000 NAME EU REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION                |
| 2040    | LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION                            |
| 2045    | IWBAN VALID ENTRIES ARE: E, N, OR 13 ALPHANUMERIC BILLING ACCOUNT NUMBER                          |
| 2055    | LOCNUM=000 SASD VALID ENTRY IS E, W, N, S, NE, NW, SE, OR SW AT THIS LOCATION                     |
| 2059    | LOCNUM=000 SASN REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION WHEN LNA EQUALS N |
| 2060    | LOCNUM=000 SASN REQUIRED WITH THIS REQTYP/ACT TYP COMBINATION AT THIS LOCATION                    |
| 2065    | LOCBAN REQUIRED   |
| 2067    | LOCBAN MUST BE 10 OR 13 ALPHANUMERICS   |
| 2080    | LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION                             |
| 2085    | LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION               |
| 2090    | LOCNUM=000 ROOM-EU MUST NOT BE POPULATED WITH RM OR ROOM IN ANY POSITION AT THIS LOCATION         |
| 2095    | LOCNUM=000 BLDG-EU MUST NOT BE POPULATED WITH BLDG IN ANY POSITION AT THIS LOCATION               |
| 2099    | LOCNUM=000 CITY-EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION                               |
| 2100    | LOCNUM=000 CITY-EU REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION                |

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| err_num      | err_description  |
|--------------|--|
| 2105         | LOCNUM=000 STATE-EU REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION                |
| 2109         | LOCNUM=000 ZIP CODE=EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION                            |
| 2110         | LOCNUM=000 ZIP CODE-EU REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION             |
| 2115         | FBCON-TELNO MUST BE MINIMUM OF 10 NUMERICS   |
| 2120         | EATN, EAN, ATN OR AN ARE PROHIBITED ON THIS REQTYP/ACT CODE  |
| 2125         | EAN OR EATN REQUIRED WHEN AN OR ATN IS POPULATED WITH THIS REQTYP/ACT TYPE COMBINATION             |
| 2130         | LOCNUM=000 TEL NO-LCON MUST BE 10 NUMERICS AT THIS LOCATION  |
| 2145         | LOCBAN MUST EQUAL EAN OR EATN  |
| 2155         | ATN MUST BE 10 NUMERICS  |
| 2165         | EATN MUST BE 10 NUMERICS   |
| 2185         | EAN MUST BE 10 NUMERICS OR 13 ALPHANUMERICS  |
| 2200         | EATN MUST BE 10 NUMERICS   |
| 2280         | LOCNUM= DISCNBR= DNUM REQUIRED WHEN DISC NBR IS POPULATED  |
| 2285         | LOCNUM= DNUM MUST BE 5 NUMERIC   |
| 2295         | DNUM MUST BE GREATER THAN PREVIOUS DNUM  |
| 2340         | ERL WITH THE DATA OF Y PROHIBITED WHEN LEATN IS POPULATED  |
| 2350         | ERL REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION   |
| 2355<br>3005 | ERL PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION  REFNUM=001 -TELNO= REFNUM MUST BE 4 NUMERICS |
| 3010         | REFNUM=0001-TELNO= LINE ACTIVITY MUST BE Y OR L WHEN ACCOUNT ACTIVITY = SS OR RS                   |
| 3015         | REFNUM=0001-TELNO= LNA REQUIRED  |
| 3021         | REFNUM=0001-TELNO= LNA MUST BE V OR W WHEN AN, ATN, EAN OR EATN IS POPULATED                       |
| 3022         | REFNUM=001 -TELNO= LNA MUST BE A OR D WITH THIS REQTYP/ACT TYPE                                    |
| 3025         | REFNUM=0002 -TN REQUIRED   |
| 3030         | REFNUM=0001-TELNO= TN MUST BE 10 NUMERICS  |
| 3035         | REFNUM=0001-TELNO= OTN MUST BE 10 NUMERICS   |
| 3040         | REFNUM=0002-TELNO= OTN PROHIBITED WHEN LNA = A, D, W, Y, L, P9                                     |
| 3045         | REFNUM=0001 ECCKT MUST BE CLT, CLF OR CLS FORMAT   |
| 3047         | LNUM=00001 CFA LOC A OR LOC Z CLLI DOES NOT MATCH ACTL   |
| 3050         | LOCNUM=000 LNUM=00001 CFA FORMAT IS INVALID  |
| 3055         | REFNUM=0001-TELNO= FPI MUST BE VALID VALUE FOR REQTYP AND ACTIVITY                                 |
| 3060         | TELNO= PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TYPES                    |
| 3065         | TELNO= PIC VALID ENTRIES ARE PIC CODE OF 4 NUMERICS, NONE, DFLT, NA                                |
| 3067         | TELNO= PIC PROHIBITED ON R OR W ACT TYPES  |
| 3070         | TELNO= LPIC DATA REQUIRED PER UNIQUE TELNO ON A, V, P9 ACTIVITY TYPES                              |
| 3075         | TELNO= VALID LPIC ENTRIES ARE AN LPIC CODE, NA OR NONE   |
| 3082         | TELNO= LPIC PROHIBITED ON R OR W ACT TYPES   |

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| err_num | err_description  |
|---------|--|
| 3085    | REFNUM=0001-TELNO= TC OPT VALID ENTRIES ARE:00, 03, 05, 08, 21, 23, 25, 26, 31, 51, 81   |
| 3090    | REFNUM=0001-TELNO= TC OPT PROHIBITED ON THIS ACT TYPE AND REQTYP                         |
| 3104    | LNUM=00000 CHAN/PAIR MUST BE 4 ALPHANUMERICS FOR LINE SHARE                              |
| 3105    | LOCNUM=000 LNUM=22 TELNO= CHAN/PAIR MUST BE UP TO 5 ALPHANUMERICS                        |
| 3110    | LOCNUM=001 LNUM=00001 TELNO= CKR FORMAT INVALID  |
| 3115    | LOCNUM=000 LNUM=00002 TELNO= ECCKT IS PROHIBITED WITH REQTYP/ACT/LNA COMBINATION         |
| 3120    | LOCNUM=000 LNUM=00002 TELNO= ECCKT IS REQUIRED WITH REQTYP/ACT/LNA COMBINATION           |
| 3125    | LOCNUM=000 LNUM=00001 TELNO= ECCKT FORMAT INVALID  |
| 3130    | REFNUM=0001-TELNO= TC PER-CC/TC PER-DATE MUST BE CURRENT OR FUTURE DATE                  |
| 3135    | REFNUM=0001-TELNO TC PER-CC/TC PER-DATE REQUIRED WHEN TCTO-PRIMARY FIELD IS POPULATED    |
| 3155    | LOCNUM=000 LNUM=00001 TELNO= FA PROHIBITED IF THE LNA IS D, W, P, L, B OR R              |
| 3160    | LOCNUM=000 LNUM=00001 TELNO= FA VALID ENTRY MUST BE N, C OR D                            |
| 3165    | REFNUM=0001-TELNO=TBE PROHIBITED ON THIS ACTIVITY FOR THIS REQTYPE                       |
| 3170    | REFNUM=0001-TELNO= CFA INVALID FORMAT  |
| 3175    | REFNUM=0001-TELNO= FA REQUIRED WHEN THE FEATURE FIELD IS POPULATED                       |
| 3177    | REFNUM=0001-TELNO= FA PROHIBITED WITH REQTYP J   |
| 3180    | REFNUM=0001-TELNO= FA VALID ENTRIES ARE A, C OR D  |
| 3185    | REFNUM=0001-TELNO= FEATURE REQUIRED WHEN THE FEATURE ACTIVITY IS POPULATED               |
| 3186    | REFNUM=0001-TELNO= FEATURE PROHIBITED WITH REQTYP J                                      |
| 3190    | LOCNUM=000 LNUM=00001 TELNO= FEATURE MUST BE 3, 5 OR 6 ALPHANUMERICS                     |
| 3195    | TELNO= LNECLSSVC REQUIRED ON ACT TYPE A OR V   |
| 3200    | LOCNUM=000 LNUM=00001 TELNO= FEATURE PROHIBITED WITH LINE ACTIVITY OF W, P, L OR B       |
| 3205    | LOCNUM=000 LNUM=00001 TELNO= FEATURE DETAIL REQUIRED WHEN FA IS C                        |
| 3210    | LOCNUM=000 LNUM=00001 TELNO=FEATURE DETAIL PROHIBITED WITH LINE ACTIVITY OF W, P, L OR B |
| 3245    | LOCNUM=000 LNUM=00001 TELNO= IWJQ REQUIRED WHEN JR IS Y                                  |
| 3260    | LOCNUM=000 LNUM=00001 TELNO= JK CODE REQUIRED WHEN NIDR IS POPULATED WITH Y              |
| 3380    | LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N IF ACT IS N                                   |
| 3385    | LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE D, G, N, P, V, W OR X IF ACT IS V, P OR Q       |
| 3390    | LOCNUM=000 LNUM=00002 TELNO= LNA REQUIRED WHEN ACT TYP IS N, C, T, R, V, S, P OR Q       |
| 3395    | LOCNUM=000 LNUM=00001 TELNO= ASSOCIATED DATA PROHIBITED ON ACT TYPE B, L, W OR Y         |
| 3410    | LNUM=00001 TELNO= LNA MUST BE X OR G IF OTN IS POPULATED                                 |
| 3415    | LOCNUM=000 LNUM=00002 TELNO= LNA MUST BE N, C, D, R, X, V, G, W, P, L OR B               |
| 3420    | LOCNUM=000 LNUM=1 TELNO= LNA MUST BE N, C, D, P, OR X IF ACT IS C                        |
| 3422    | LNUM=00001 LNA MUST BE N OR D IF REQTYP IS A DIGITAL, DATA DESIGNED (DS1)                |
| 3427    | LNUM=00001 TELNO= LNA OF G PROHIBITED ON REQTYP/ACT TYP COMBINATION                      |
| 3430    | FOR REQTYP E,F OR M, IF ACT IS P, Q OR V AT LEAST ONE LNA MUST BE G, P, V, W OR X        |

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| err_num | err_description  |
|---------|--|
| 3439    | LNUM=00001 TN= LNA MUST BE D ON ACT OF D WHEN REQTYP IS A WITH SECNCI POPULATED            |
| 3445    | LOCNUM=000 LNUM=00001 TELNO= LNECLSSVC MUST BE 3 OR 5 ALPHANUMERICS                        |
| 3460    | LOCNUM=000 LNUM= TELNO= LNUM REQUIRED WITH THIS REQTYP/LNA TYPE COMBINATION (STOP EDIT)    |
| 3465    | LOCNUM=000 LNUM=2 TELNO= LNUM MUST BE 5 NUMERICS   |
| 3470    | LOCNUM=000 LNUM=00001 TELNO=LNUM MUST BE UNIQUE WITHIN EACH LOCNUM EXCEPT FOR REQTYP E-IS  |
| 3485    | LOCNUM=001 LNUM=00001 LOCNUM DOES NOT MATCH AN END USER LOCNUM FOR THIS LSR                |
| 3545    | LNUM=00001 TELNO= OTN REQUIRED WITH THIS REQTYP/LNA COMBINATION                            |
| 3580    | PQTY REQUIRED WITH THIS REQTYP/LNA TYPE COMBINATION  |
| 3613    | LOCNUM=000 LNUM=00001 TELNO= RTI REQUIRED ON REQTYP B WHEN LNA IS V AND NPT IS A OR C      |
| 3705    | LNUM=00001 TNS MUST BE A MINIMUM OF 10 OR A MAXIMUM OF 15 ALPHANUMBERIC INCLUDING HYPHEN   |
| 3718    | LOCNUM=000 LNUM=00010 TELNO= TNS RANGE NOT ALLOWED WHEN LNA IS G OR X                      |
| 3725    | LOCNUM=000 LNUM=00005 TELNO= FPI MUST BE VALID VALUE FOR REQTYP AND ACTIVITY               |
| 3730    | LNUM=00004 TELNO= FPI INVALID ON REQTYP/LNA COMBINATION                                    |
| 3735    | LNUM=00001 TELNO= PIC REQUIRED ON LNA G, N, P OR V   |
| 3740    | LNUM=00001 TELNO= PIC VALID ENTRY IS NONE UNDC NC OR VALID PIC WHEN LNA IS C, P OR X       |
| 3745    | LNUM=00001 TELNO= PIC VALID ENTRIES ARE NONE, UNDC OR A VALID PIC CODE WHEN LNA IS G, N OR |
| 3750    | LNUM=00001 TELNO= PIC INVALID ON REQTYP/LNA COMBINATION                                    |
| 3755    | LNUM=00001 TELNO= LPIC REQUIRED ON LNA G, N, P OR V  |
| 3760    | LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC, NC OR VALID LPIC CODE WHEN LNA IS C P |
| 3765    | LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC OR A VALID LPIC CODE WHEN LNA IS G, N  |
| 3770    | LNUM=00001 TELNO= LPIC INVALID ON REQTYP/LNA COMBINATION                                   |
| 3785    | LNUM=00002 TELNO= PTKCON MUST BE T, I OR O   |
| 3790    | LNUM=00001 - TELNO= PTKCON REQUIRED WHEN THE LNA IS G, N OR V                              |
| 3930    | LNUM=00001 TELNO=  |
| 3940    | LNUM=00001 TELNO= BLOCK PROHIBITED WHEN BA IS BLANK  |
| 3965    | LNUM=00001 TELNO=BLOCK INVALID WITH BA ENTRY OF N OR Z                                     |
| 4000    | DL DATA ELEMENTS REQUIRED  |
| 4005    | DL DATA ELEMENTS PROHIBITED  |
| 4010    | REFNUM=0001-TELNO= LIST REQUIRED WITH THIS REQTYPE AND ACTIVITY TYPE                       |
| 4015    | REFNUM=0001-TELNO= LIST MUST BE VALID ENTRY  |
| 4020    | DLNUM=0001 LTN= DLNUM MUST BE UNIQUE   |
| 4022    | DLNUM=001 LTN=DLNUM MUST BE 4 NUMERICS   |
| 4026    | MAIN LISTING REQUIRED FOR NEW ACCOUNT  |
| 4027    | REFNUM=0001-TELNO= ASTERISK OR PLUS SIGN INVALID FOR LN                                    |
| 4028    | REFNUM=0001-TELNO= COMMA OR SEMICOLON REQUIRED FOR RESIDENCE LISTING                       |
| 4029    | REFNUM=0001-TELNO= COMMA OR SEMICOLON REQUIRED FOR BUSINESS LISTING                        |

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| err_num | err_description  |
|---------|--|
| 4030    | DLNUM=0001 LTN= LACT REQUIRED  |
| 4035    | DLNUM=0001 LTN=ALI CODE PROHIBITED WHEN THE RTY 2ND AND 3RD CHARACTERS ARE ML      |
| 4040    | REFNUM=0001-TELNO= LISTED ADDRESS REQUIRED WITH THIS REQTYP AND ACTIVITY TYPE      |
| 4042    | REFNUM=0001-TELNO= ASTERISK OR PLUS SIGN INVALID FOR LA                            |
| 4045    | REFNUM=0001-TELNO=0 LISTED ADDRESS PROHIBITED WITH THIS RECTYP AND ACTIVITY TYPE   |
| 4050    | INVALID YPH ENTRY  |
| 4052    | YPH ENTRY MUST BE 999001 WHEN LISTING TYPE IS NL OR NP                             |
| 4055    | YPH REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3                                 |
| 4060    | DLNUM=0001 LTN= VALID RTY REQUIRED   |
| 4061    | DLNUM=0001 LTN= LASN,ADI,OR LALOC REQUIRED FOR REQTYP J, RTY OF LML, AND LACT OF N |
| 4065    | DLNUM=&DLNM LTN=&LTN ASSOCIATED LACT COMBINATION I AND O IS MISSING                |
| 4070    | REFNUM=0001-TELNO= YPQTY MUST BE 2 NUMERICS OR BLANKS                              |
| 4075    | MAIN LISTING REQUIRED  |
| 4090    | DLNUM=0001 LTN= VALID LTY REQUIRED   |
| 4095    | REFNUM=0001-TELNO= DDA-CITY PROHIBITED FOR THIS REQTYP AND ACTIVITY TYPE           |
| 4097    | DLNUM=0001 LTN= LTY PROHIBITED WITH LACT Z   |
| 4100    | REFNUM=0001-TELNO= DDA-STATE PROHIBITED WITH THIS REQTYP AND ACTIVITY TYPE         |
| 4110    | DLNUM=0001 LTN=4 VALID STYC CI, SH, SI, OR SL REQUIRED                             |
| 4115    | SIC REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3                                 |
| 4120    | DLNUM=0001 LTN= TOA B, R, RP OR BP REQUIRED  |
| 4125    | SIC MUST BE 4 NUMERICS   |
| 4160    | DLNUM=0001 LTN= DOI REQUIRED VALUE MUST BE 0 - 6                                   |
| 4165    | DLNUM=0001 LTN= DOI PROHIBITED WITH LACT Z   |
| 4180    | DLNUM=0001 LTN= DOI VALUE MUST BE ZERO   |
| 4185    | DLNUM=0002 LTN= DOI DATA INVALID WITH LTY 3  |
| 4200    | DLNUM=0001 LTN MUST BE 10 NUMERICS   |
| 4205    | DLNUM=0001 LTN REQUIRED  |
| 4220    | DLNUM=0001 LTN= LNLN REQUIRED  |
| 4225    | DLNUM=0001 LTN= LNLN PROHIBITED WITH LACT Z  |
| 4230    | DLNUM=0001 LTN= LNFN PROHIBITED WITH LACT Z  |
| 4240    | DLNUM=0001 LTN= LNPL PROHIBITED WITH LACT Z  |
| 4280    | DLNUM=0001 LTN= TITLE1 DATA INVALID  |
| 4295    | DLNUM=0001 LTN= NICK PROHIBITED WITH LACT Z  |
| 4310    | DLNUM=0001 LTN= LANO PROHIBITED WITHOUT LASN                                       |
| 4315    | DLNUM=0001 LTN=LANO PROHIBITED WITH LACT Z   |
| 4345    | DLNUM=0001 LTN= LASN PROHIBITED WITH LACT Z  |

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| err_num | err_description  |
|---------|--|
| 4350    | DLNUM=0001 LTN= LATH PROHIBITED WITH LACT Z  |
| 4365    | DLNUM=0001 LTN= LASS ENTRY INVALID   |
| 4385    | DLNUM=0001 LTN= INVALID LAST ENTRY   |
| 4470    | DLNUM=0001 LTN= LTXNUM MUST BE CONSECUTIVE AND UNIQUE WITHIN THE DLNUM                             |
| 4475    | DLNUM=0002 LTN= INVALID YPH ENTRY  |
| 4478    | DLNUM=0001 LTN= YPH ENTRY MUST BE 999001 WHEN LTY IS 2 OR 3  |
| 4485    | DLNUM=0001 LTN= YPH REQUIRED WHEN THE TOS IS 1 OR 3 AND RTY IS ML, AM OR CM                        |
| 4490    | DLNUM=0001 LTN= YPH PROHIBITED WITH THIS RTY   |
| 4505    | DLNUM=0001 LTN= SIC REQUIRED WHEN ACT IS N, V, OR P  |
| 4585    | DLNUM=0001 LTN= DML PROHIBITED WITH LACT Z   |
| 4600    | DLNUM=0001 LTN= AMPERSAND REQUIRED WITH DLNM   |
| 4685    | DLNUM=0002 LVL ENTRIES MUST BE SEQUENTIAL AND THE THE SAME LVL VALUE CANNOT APPEAR MORE THAN TWICE |
| 4700    | DLNUM=0001 LTN= HS PROHIBITED WITH LACT OF Z   |
| 4740    | DLNUM=0001 LTN= INS1 REQUIRED WHEN INTEXT OR INADDR IS POPULATED                                   |
| 4765    | DLNUM=0001 LTN= SEQADDR1 REQUIRES SO1  |
| 4810    | DLNUM=0001 LTN= INS1 REQUIRED WHEN INTEXT IS POPULATED   |
| 4825    | DLNUM=0001 LTN= INS1 REQUIRED WHEN INADDR IS POPULATED   |
| 5000    | HUNTING PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION   |
| 5005    | LOCNUM=000 THE FOLLOWING FIELDS ARE REQUIRED; HNUM, HA, AND HID                                    |
| 5010    | HTQTY MUST BE 2 NUMERICS, 01 THRU 99   |
| 5015    | HTQTY MUST EQUAL TOTAL NUMBER OF HNUM ON THIS REQUEST  |
| 5025    | LOCNUM=000 HNUM= HA=G HA MUST BE N, E, C, OR D   |
| 5035    | REFNUM=0001-TELNO= TER MUST BE 4 NUMERICS  |
| 5050    | LOCNUM=001 DOES NOT MATCH AN END USER LOCNUM ON THIS LSR   |
| 5060    | LOCNUM=000 HNUM=00001 HNUM MUST BE UNIQUE WITHIN EACH LOCNUM                                       |
| 5065    | LOCNUM=000 HNUM=00001 HID ENTRY FOR HNTYP 1 2 3 OR 4 MUST BE N OR UP TO 3 ALPHAS OR 4 NUMERICS     |
| 5070    | LOCNUM=000 HNUM=00001 HID MUST BE N WHEN HA IS N AND HNTYP IS 1, 2, 3 OR 4                         |
| 5095    | LOCNUM=000 HNUM=00001 TLI PROHIBITED WHEN HNTYP IS 1, 2, 3 OR 4 AND NOTYP IS T                     |
| 5100    | LOCNUM=000 HNUM=00001 HNTYP VALID ENTRIES ARE 1, 2, 3, 4, 5 OR 6                                   |
| 5110    | LOCNUM=001 HNUM=00001 HLA=N HLA OF N PROHIBITED WHEN HUNT GROUP ACTIVITY IS E                      |
| 5115    | LOCNUM=000 HNUM=00001 HLA=E HLA OF E PROHIBITED WHEN HUNT GROUP ACTIVITY IS N                      |
| 5125    | LOCNUM=000 HNUM=00001 HTSEQ=0003 SAME HTSEQ NOT ALLOWED FOR MORE THAN ONE HT WHEN HLA IS N OR E    |
| 5135    | LOCNUM=000 HNUM=00001 HTSEQ=0005 SAME HT NOT ALLOWED IN MORE THAN ONE HTSEQ WHEN HLA IS N OR E     |
| 5175    | HNUM=00001 HT=T0001T0002 HT MUST BE 10 NUMERICS OR 14 NUMERICS WITH A HYPHEN IF HNTYP 1-4          |
| 6005    | NC CODE INVALID  |
| 6010    | REFNUM=0001 -ECCKT REQUIRED WHEN ACT FIELD IS C, D, M, T OR R ON REQTYP'S A OR B                   |

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| err_num | err_description  |
|---------|--|
| 6030    | SECNCI REQUIRED FOR NC   |
| 6045    | INVALID NC/NCI/SECNCI COMBINATION (STOP EDIT)                                    |
| 6048    | COMPANY IS NOT QUALIFIED FOR XDSL/UCL  |
| 6050    | REQTYP/LOOP TYPE COMBINATION INVALID   |
| 6055    | LQTY IS REQUIRED FOR REQTYP/ACT COMBINATION                                      |
| 6056    | REFNUM=0001 -INPT=D ONLY APPLICABLE TO LNP-ROUTED TO LEO IN ERROR                |
| 7000    | EAN OR EATN OR LEATN ON LINES OR LEAN ON LINES IS REQUIRED WHEN ACT IS P, Q OR V |
| 7005    | EAN, EATN, LEATN, AND LEAN ARE MUTUALLY EXCLUSIVE                                |
| 7020    | NUM= TELNO= TN NOT FOUND IN CRIS   |
| 7040    | LOGON ABORTED/FAILED   |
| 7050    | BOCRIS NOT AVAILABLE   |
| 7055    | NUM= TELNO= ACCOUNT IS FINAL   |
| 7075    | EATN, AN AND ATN ARE REQUIRED FOR REQTYP B                                       |
| 7080    | EATN AND AN ARE REQUIRED FOR REQTYP  |
| 7095    | INCORRECT RATE ZONE DATA RECEIVED FROM RSAG                                      |
| 7100    | PIC/LPIC IS REQUIRED ON INWARD ACTIVITY  |
| 7110    | COFFI NOT AVAILABLE  |
| 7115    | DSAP TELEPHONE NUMBER NOT ACTIVE/FOUND IN SITE                                   |
| 7145    | INTERVAL BETWEEN DATE RECEIVED AND DDD IS INVALID                                |
| 7150    | UNE - ERROR GENERATING ECCKT   |
| 7225    | USOC= IS MISSING   |
| 7230    | REFERENCE OF CALL OPTION NOT VALID FOR THIS ACCOUNT ACTIVITY TYPE                |
| 7235    | 10 DIGIT TN REQUIRED WITH USOC/FID=ZCRN  |
| 7245    | NUM= ZCRT FID, DATA, OR DELIMITER IS MISSING                                     |
| 7250    | LSR HOUSENUMBER INCORRECT  |
| 7255    | NUM= TELNO= DEGREE OR PROF AFFILIATION NOT ALLOWED ON RESIDENTIAL SERVICE        |
| 7260    | LISTING TYPE INVALID   |
| 7267    | UNE - LOCBAN MISSING FOR LINP ORDER  |
| 7270    | UNE - MISCELLANEOUS ACCOUNT NUMBER MISSING ON LINP LSR                           |
| 7295    | LINE CLASS OF SERVICE MISSING. NUM AND TN REQUIRED                               |
| 7300    | UNE - CANNOT GENERATE CLASS OF SERVICE USOC                                      |
| 7315    | CANNOT GENERATE BILLING NAME AND ADDRESS FIDS                                    |
| 7325    | NUM= -TELNO= LISTING INSTRUCTION CODE IS MISSING                                 |
| 7360    | LIFELINE SERVICE NOT AVAILABLE   |
| 7375    | UNE - BOCABS SCREEN ERROR BOE001 ACCOUNT NUMBER NOT FOUND                        |
| 7380    | UNE - ACTL INVALID   |

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| err_num | err_description  |
|---------|--|
| 7400    | CLEC DOES NOT OWN THIS ACCOUNT.  |
| 7405    | NUM= TELNO= LISTING PHRASE CODE INVALID                                  |
| 7435    | WKG SVC - INPUT ADL, CONVSN ORD OR NOTE ABAND STA                        |
| 7445    | UNE - CALL FORWARD TN REQUIRED   |
| 7465    | CANNOT CANCEL ORDER  |
| 7495    | UNE - DIR LOCATOR PROBLEM  |
| 7500    | DUE DATE COULD NOT BE DETERMINED   |
| 7555    | FID MISSING IN FEATURE DETAIL  |
| 7570    | SEQ1X NOT ALLOWED WITH ZNB   |
| 7630    | MEMORY CALL SERVICE NOT AVAILABLE IN SWITCH                              |
| 7640    | DUPLICATE CUSTOMERS EXCEED NINE ON CSR                                   |
| 7645    | MATCH IN CSR SA AND LSR HOUSENUM NOT FOUND                               |
| 7660    | USOC FUJ1X NOT FOR RESALE  |
| 7690    | UNE - ACTL AND ENDUSER LSO MUST BE THE SAME FOR LOOP/LINP SERVICE        |
| 7705    | UNE - ACTL/CLLI CODE MISSING   |
| 7710    | CANNOT CANCEL OR CHANGE DUE DATE ON NON-EXISTENT ORDER                   |
| 7715    | SOCS TIMEOUT/NOT AVAILABLE   |
| 7718    | UNABLE TO RETRIEVE PSO TO PROCESS SUP                                    |
| 7725    | WAITING PERIOD EQUALS 5 MINUTES  |
| 7735    | INVALID/MISSING LISTING NAME OR TYPE                                     |
| 7740    | LOCAL CALLING PLUS INDICATOR NOT FOUND                                   |
| 7755    | UNE - NPANXX NOT FOUND IN CLLI TABLE                                     |
| 7785    | RSAG SITE TABLE LOOKUP FAILED TO FIND A MATCH                            |
| 7805    | SITE COULD NOT BE DETERMINED   |
| 7815    | FID=RCU INVALID OR MISSING DATA  |
| 7825    | RSAG-INCORRECT TELEPHONE NUMBER FORMAT                                   |
| 7850    | RSAG - NEED ADDITIONAL ADDRESS OR TN                                     |
| 7860    | RSAG - NO EXACT MATCH ON STREET NAME                                     |
| 7865    | RSAG - NO MATCH ON HOUSENUMBER OR AHN                                    |
| 7870    | RSAG - NO MATCH ON HOUSE NUMBER OR AHN - ONLY UNNUMBERED RANGES          |
| 7875    | RSAG - NO MATCH ON HOUSE NUMBER OR AHN - ONLY NUMBERED RANGES            |
| 7880    | RSAG - NO MATCH ON TELEPHONE NUMBER                                      |
| 7890    | RSAG - NO EXACT MATCH ON SUPPLEMENTAL ADDRESS                            |
| 7900    | RSAG - NO MATCH ON STREET NAME   |
| 7905    | RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT |
| 7910    | RSAG - NO MATCH ON EXACT STREET NAME                                     |

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| err_num | err_description   |
|---------|---|
| 7930    | RSAG-STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP   |
| 7935    | RSAG-SIMILAR STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP   |
| 7945    | RSAG SYSTEM ERROR   |
| 8025    | LOCNUM= DISCNBR=&DISCNM DNUM=&DNUM TC TO PRIMARY IS REQUIRED WHEN DNUM TC OPT IS TC OR ST           |
| 8100    | LOCNUM= DNUM=00001 TC PER FORMAT MUST BE CCYYMMDD   |
| 8110    | LOCNUM= DNUM=00001 TC PER DATE IS INVALID, MUST BE LATER THAN THE LSR RECEIPT DATE                  |
| 8130    | CONVERSION SPECIFIED CAN ONLY BE USED ON RETAIL TO UNE SERVICE                                      |
| 8140    | LNUM=00001 TC OPT PROHIBITED IF TC FR IS NOT POPULATED ON REQTYP E, F OR M FOR LNA C, G, N OR V     |
| 8150    | ORDER HAS BEEN REQUEUED FOR THE MAXIMUM NUMBER OF OCCURRENCES                                       |
| 8165    | LNUM=00001 TC TO PRIMARY IS REQUIRED WHEN LNUM TC OPT IS TC OR ST                                   |
| 8167    | INVALID USOC CHARACTER. FORMAT SAE 013 11 CREXI   |
| 8170    | USOC MAY ONLY APPEAR ONCE. FORMAT SAE 110 I1 CREX1 /TN  |
| 8173    | INVALID CLASS OF SERVICE. FORMAT IDNT 131 UEPRL=  |
| 8175    | USOC NOT AVAILABLE IN SWITCH. FORMAT SAE 180N 11 ESXDC  |
| 8177    | USOC INVALID FOR THIS SWITCH. FORMAT SAE 183 I1 TTR   |
| 8179    | NPA NXX NOT VALID. FORMAT SAE 184 I1 NXMCR  |
| 8180    | LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED                        |
| 8183    | AREA CALLING PLAN USOC MISMATCH. FORMAT 320 LINE UPP :00000000 / LINE ASSIGN :0000001 USOC QUAN MIS |
| 8185    | ESC/ESCWT NOT VALID COMBINATION. FORMAT SAE 424 I1 ESCWT  |
| 8187    | USOC MAY NOT APPEAR ON REQUEST. FORMAT SAE 431 T1 EMP1S /TN   |
| 8189    | USOC IS NOT VALID ON BST FILE. FORMAT SAE 433 11 CREX6  |
| 8190    | INVALID USOC FOR BASIC CLASS OF SERVICE. FORMAT SAE 434   11 S98CP /TN                              |
| 8193    | USOC NOT VALID WITH CALLER ID. FORMAT SAE 473 I1 NXMCR /TN  |
| 8195    | CALL FORWARDING USOC MUST NOT APPEAR. FORMAT SAE 540 I1 GCJ /TN                                     |
| 8197    | CALL FORWARDING USOC MUST APPEAR. FORMAT SAE 541  |
| 8199    | GCJRC/GCJ COMBINATION INVALID. FORMAT SAE 560 11 GCJRC /TN  |
| 8204    | BCR/NSS/NX8 INVALID USOC COMBINATION. FORMAT SAE 575 R1 NSS /TN                                     |
| 8207    | BRD/NSQ/NX9 INVALID USOC COMBINATION. FORMAT SAE 576 I1 NX9 /TN                                     |
| 8209    | USOC COMBINATION IS INVALID. FORMAT SAE 587 I1 ESXDC /TN  |
| 8215    | LNUM=00001 TC PER DATE INVALID. IT MUST BE LATER THAN THE LSR RECEIPT DATE                          |
| 8240    | INVALID LINE CLASS OF SVC FOR REQUESTED SERVICE   |
| 8250    | USOC= NOT APPLICABLE TO PORT LOOP SERVICE   |
| 8255    | INVALID ACTIVITY TYPE   |
| 8265    | LNUM=12345 TC FR IS PROHIBITED WITH REQTYP/LNA COMBINATION  |
| 8395    | LSF INVALID FOR REQTYP/ACT TYPE COMBINATION   |
| 8410    | LSF INVALID IN TN   |

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| err_num | err_description   |
|---------|---|
| 8415    | LSF LP ALREADY EXISTS ON ACCOUNT  |
| 8425    | LSF OF DE INVALID ON ACT TYPE A OR V  |
| 8430    | LSF DOES NOT EXIST ON ACCOUNT   |
| 8700    | RSAG-INVALID SEARCH AREA  |
| 8820    | SOCS ERROR: LUD BILL 004 ACT CODE NOT FOR THIS ORD TYPE                         |
| 8825    | ORDER ERR:  |
| 8830    | CLEC ALREADY OWNS THIS ACCOUNT  |
| 8835    | USOC/FID CANNOT BE DELETED FOR WORKING TN                                       |
| 8855    | NO ACTL IN LSR  |
| 8870    | FEATURES NOT ALLOWED ON SWITCH-AS-IS ACTIVITY TYPE                              |
| 8875    | ERROR GENERATING BTN  |
| 8885    | LINE ACT IS V AND LINE IS NOT ON CUSTOMER RECORD                                |
| 8890    | UNE - INVALID ACT TYPE/LNA/FEATURE COMBINATION                                  |
| 8925    | CFN HAS INVALID FORMAT ON COFFI SCREEN  |
| 8940    | CALL FORWARDING NUMBER MISSING OR INVALID                                       |
| 8945    | LINECLSSVC AND TOS DO NOT MATCH   |
| 8955    | LPIC OF A VALID LPIC CODE OR NONE IS REQUIRED                                   |
| 8970    | FID RCU WITH TWC FOUND ON SAME LINE AS 3-WAY CALLING USOC                       |
| 8980    | LINE ACTIVITY INVALID   |
| 8995    | SEMICOLON DISALLOWED WITH (+) SIGN IN PERSONAL NAME LISTINGS                    |
| 9000    | LSO/LOCBAN (NPANXX) MISSING OR INVALID  |
| 9005    | LNECLSSVC NOT ALLOWED ON R ACCOUNT ACTIVITY                                     |
| 9015    | SUP FAILED TO UPDATE DUE DATE   |
| 9030    | PIC DATA OF A VALID PIC CODE OR NONE IS REQUIRED                                |
| 9045    | TYPE OF ORDER NOT DETERMINED - CLS SVC AND TOS BLANK OR MISSING                 |
| 9060    | EU-STREET-1 REQUIRED  |
| 9110    | TELNO= PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TYPES |
| 9115    | TELNO= LPIC REQUIRED PER UNIQUE TELNO ON A, V, P9 LINE ACTIVITY TYPES           |
| 9145    | ACCOUNT IS DENIED   |
| 9155    | UNE - PORTED OUT NUMBER   |
| 9160    | LOCBAN INVALID FOR PORTED NUMBER ACTIVITY                                       |
| 9165    | INVALID NPA NXX   |
| 9185    | UNABLE TO DETERMINE TBE CHOICE  |
| 9190    | ZIP CODE IS NOT NUMERIC   |
| 9245    | CORRECT ECCKT IS REQUIRED FOR LNA,LNUM  |
| 9263    | NC CODE IS A REQUIRED FIELD FOR LOOP REQUESTS                                   |

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| err_num | err_description  |
|---------|--|
| 9428    | DLNUM=0001 LTN= INVALID NICK DATA  |
| 9432    | DLNUM=0002 LTN= LTXTY OF CR REQUIRES SEE AS FIRST WORD IN LTEXT                        |
| 9433    | DLNUM=0001 LTN=HTN ACCOUNT NOT OWNED BY CLEC   |
| 9438    | DLNUM=0001 LTN= ACCOUNT ACTIVITY OF N CAN ONLY HAVE AN LACT OF N                       |
| 9439    | LTN= DISPOSITION OF LISTINGS ON MIGRATED LINES REQUIRED                                |
| 9442    | DLNUM=0002 LTN= ALI MUST BE UNIQUE   |
| 9466    | UNABLE TO DETERMINE BLOCK CHOICE   |
| 9470    | LOCATION QUANTITY DOES NOT EQUAL THE NUMBER OF END USER DETAIL RECORDS RECEIVED        |
| 9471    | TOTAL QUANTITY OF VCA AND SCO SHOULD EQUAL IWJQ  |
| 9473    | ONLY FOUR DIFFERENT LEATNS ALLOWED PER LSR   |
| 9474    | MINIMUM OF TWO DIFFERENT LEATNS/LEANS REQUIRED FOR LSR                                 |
| 9475    | ACT= ALLOWED ONLY ON SAME LOCNUM SERVICE ADDRESS                                       |
| 9476    | IS NOT FOUND ON CSR TO DISCONNECT  |
| 9477    | LSR LNUM=00002 INVALID LNA, NO RECORDED CHANGE FOR TELEPHONE NUMBER                    |
| 9479    | LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO MODIFY                                 |
| 9680    | INVALID REQTYP OR TOS FOR LIFELINE   |
| 9481    | LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO DISCONNECT                             |
| 9484    | TNS= FOR LNUM=00001 ALREADY EXIST ON ATN=  |
| 9487    | INVALID ACT TYPE FOR FULL MIGRATION  |
| 9488    | DISPOSITION OF ALL LINES REQUIRED ON ACT V   |
| 9492    | ATN= CANNOT EXIST AS A MAIN ACCOUNT FOR ACT P  |
| 9495    | EATN= MUST EXIST FOR ACT P AND Q   |
| 9496    | TNS= ON LNUM=00004 NOT FOUND ON EATN= FOR ACT=   |
| 9497    | LEATN= ON LNUM=00001 AND EATN= ARE NOT COMPATIBLE                                      |
| 9498    | EAN= ON LNUM= AND LEAN= ARE POPULATED  |
| 9503    | FA OF D AND C ARE DISALLOWED WHEN TNS IS NOT POPULATED FOR A LEATN                     |
| 9508    | DLNUM=0001 LTN= FIRST THREE CHARACTERS OF NSTN NUST BE NUMERIC                         |
| 9510    | ONLY ONE TC PER ALLOWED PER LOCATION   |
| 9515    | WKG SVC-INPUT ADL, CONVERSION ORDER OR NOTE ABANDONED STATION                          |
| 9516    | WSOP OF V AND ADL NOT ALLOWED ON SAME ATN  |
| 9517    | UNDC INVALID IF PIC ALREADY EXISTS   |
| 9518    | UNDC INVALID IF LPIC ALREADY EXISTS  |
| 9519    | LOCNUM= HNUM= HT= TN NOT FOUND ON CSR OR LSR   |
| 9523    | LOCNUM=000 HNUM=00001 HT= MIXED NPA(S) ARE NOT ALLOWED FOR HUNTING IN THIS SWITCH TYPE |
| 9526    | BLOCK CHOICE DOES NOT EXIST ON ACCOUNT   |
| 9529    | CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED                                    |

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| err_num | err_description  |
|---------|--|
| 9543    | LOCNUM= HNUM= HT= HT CANNOT BE IN MORE THAN ONE HID                                      |
| 9545    | LOCNUM= HNUM=00001 HA OF D NOT ALLOWED   |
| 9600    | TASKMATE ERROR INCORRECT SCREEN FORMAT ON HOST   |
| 9602    | USOC=NSS ALREADY EXISTS ON CUSTOMER RECORD   |
| 9605    | USOC NOT FOR RESALE FORMAT SAE 959 T1 PGRAX /ZPGR 1 /RMKR (A)                            |
| 9606    | TNS CANNOT BE REASSIGNED FOR 90 DAYS   |
| 9613    | EXISTING ACCOUNT TYPE NOT AUTHORIZED FOR MIGRATION YET                                   |
| 9616    | YPH INVALID  |
| 9618    | EQUAL NUMBER OF COMPLETE CHOICE AND COMPLETE CHOICE CREDIT USOCS REQUIRED FORMAT SAE 339 |
| 9623    | TOUCHTONE IS INVALID WITH AREA PLUS SERVICE  |
| 9626    | CLASS OF SERVICE LNPRL NOT ELIGIBLE FOR CONVERSION TO PORT/LOOP                          |
| 9627    | ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER   |
| 9628    | REQUEST DOES NOT QUALIFY FOR STAR 98 SERVICE   |
| 9629    | CALL FORWARDING FID (CFND) AND CFND TN REQUIRED BEHIND USOC S98AF                        |
| 9631    | STAR 98 PACKAGE USOC REQUIRED  |
| 9634    | THE FID PKG VM-CSP-S98PK IS MISSING OR INCORRECT   |
| 9636    | S981A NOT AVAILABLE FOR THIS CENTRAL OFFICE  |
| 9637    | STAR 98 SERVICE IS NOT AVAILABLE FOR THIS CENTRAL OFFICE                                 |
| 9638    | USOC VSB MUST NOT APPEAR   |
| 9639    | CATEGORY L USOC MUST APPEAR FOR SAME TN  |
| 9641    | REQUESTED ACTIVITY ALREADY PENDING DM4V32  |
| 9643    | STAR 98 SERVICE NOT VALID ON THIS REQTYP/ACT TYPE COMBINATION                            |
| 9645    | STAR 98 PACKAGE IS NOT VALID   |
| 9647    | BAN DOES NOT EXIST FOR COMPANY CODE  |
| 9650    | USOCS 999MC AND S98PK MUST APPEAR  |
| 9654    | DIRECTORY DELIVERY ADDRESS IS REQUIRED FOR INDEFINITE OR UNNUMBERED ENDUSER ADDRESS      |
| 9656    | SLTN NOT FOUND ON CRIS ACCOUNT FOR LNA N, LNUM   |
| 9670    | TOUCHTONE USOC REQUIRED INWARD OR RECAPPED - FORMAT SAE 004                              |
| 9671    | TOUCHTNE USOC REQUIRED - FORMAT SAE 245  |
| 9673    | RINGMASTER USOC REQUIRED - FORMAT SAE 387  |
| 9674    | INVALID TN/PN DATA - FORMAT SAE 389 I1 DRS /TN /PN /RNP B                                |
| 9675    | BBC USOC MUST NOT APPEAR - FORMAT SAE 679 I1 BBC /TN                                     |
| 9679    | FIRST CHARACTER OF LINE NUMBER IS NOT VALID FOR BST IN COFFI                             |
| 9681    | LINKUP DISCOUNT CANNOT BE ADDED TO EXISTING SERVICE                                      |
| 9682    | LINKUP DISCOUNT IS ONLY AVAILABLE ON LIFELINE ACCOUNTS                                   |
| 9700    | REQUESTED CIRCUIT NUMBER/ECCKT NOT FOUND   |

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| err_num | err_description   |
|---------|---|
| 9770    | UNE - CABLE ID/CHANNEL PAIR OR CFA IS REQUIRED FOR REQUESTED SERVICE                |
| 9772    | UNE - ECCKT PROHIBITED WITH LINE ACTIVITY OF A                                      |
| 9800    | MAIN LISTING REQUIRED FOR NEW ACCOUNT   |
| 9805    | NO DENIAL INDICATOR ON CUSTOMER RECORD  |
| 9815    | INVALID LINE ACTIVITY FOR DENIED ACCOUNT  |
| 9820    | INVALID LINE ACTIVITY FOR SUSPENDED ACCOUNT   |
| 9850    | USOC P25 INVALID WITH USOC AQ3 IN KY  |
| 9860    | UNABLE TO HANDLE REQUEST; ENDUSER ACCOUNT FROZEN                                    |
| 1040    | VER MUST BE SPACES OR ZEROES FOR 850  |
| 1090    | ATN OR AN REQUIRED WHEN EATN IS POPULATED   |
| 1130    | DDD MUST BE A VALID DATE  |
| 1225    | CC REQUIRED ON THIS REQTYP/ACT TYPE COMBINATION (STOP EDIT)                         |
| 1391    | TOS SECOND CHARACTER MUST BE J, WHEN REQTYP IS NB (STOP EDIT)                       |
| 1404    | RESID REQUIRED  |
| 1407    | RESID IS REQUIRED WITH ANY LNA'S OF N OR V  |
| 1453    | BAN1 REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                                 |
| 1515    | TEL NO-INIT FORMAT MUST BE 10 NUMERICS OR UP TO 15 ALPHANUMERICS                    |
| 1525    | FAX NO-INIT MUST BE 10 NUMERICS   |
| 1555    | TEL NO ALTIMPCON FORMAT MUST BE 10 NUMERICS IN THE FIRST 10 POSITIONS               |
| 1585    | STREET-DSGCON REQUIRED WHEN DSGCON IS POPULATED                                     |
| 1590    | CITY-DSGCON REQUIRED WHEN DSGCON IS POPULATED                                       |
| 1595    | STATE-DSGCON REQUIRED WHEN DSGCON IS POPULATED                                      |
| 1600    | ZIP CODE-DSGCON REQUIRED WHEN DSGCON IS POPULATED                                   |
| 1620    | BCS REQUIRED WITH REQTYP/ACT TYPE/TOS COMBINATION                                   |
| 2085    | LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION |
| 2160    | IWCON REQUIRED WHEN IWO IS POPULATED WITH U OR W                                    |
| 3047    | LNUM=00001 CFA LOC A OR LOC Z CLLI DOES NOT MATCH ACTL                              |
| 3120    | LOCNUM=000 LNUM=00001 TELNO= ECCKT IS REQUIRED WITH REQTYP/ACT/LNA COMBINATION      |
| 3150    | LOCNUM=000 LNUM=00001 TELNO= ECCKT REQUIRED WITH LINE ACTIVITY OF C FOR REQTYP E    |
| 3160    | LOCNUM=000 LNUM=00002 TELNO= FA VALID ENTRY MUST BE N, C OR D                       |
| 3215    | LOCNUM=000 LNUM=00001 TELNO= ISPID FOR THIS REQTYP/LNA TYPE COMBINATION             |
| 3245    | LOCNUM=000 LNUM=00001 TELNO= IWJQ REQUIRED WHEN JR IS Y                             |
| 3380    | LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N IF ACT IS N                              |
| 3390    | LOCNUM=000 LNUM=00001 TELNO= LNA REQUIRED WHEN ACT TYP IS N, C, T, R, V, S, P OR Q  |
| 3405    | LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE R IF ACT IS R                              |
| 3415    | LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N, C, D, R, X, V, G, W, P, L OR B          |

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| err_num | err description  |
|---------|--|
| 3422    | LNUM=00001 LNA MUST BE N OR D IF REQTYP IS A DIGITAL, DATA DESIGNED (DS1)                          |
| 3433    | LOCNUM=000 LNUM=00001 TELNO= LNA PROHIBITED ON THIS REQTYP/ACT TYP/SECNCI COMBINATION              |
| 3445    | LOCNUM=000 LNUM=00001 TELNO= LNECLSSVC MUST BE 3 OR 5 ALPHANUMERICS                                |
| 3450    | LOCNUM=000 LNUM=00001 TELNO= LNEX PROHIBITED WITH THIS REQTYP/LNA TYPE COMBINATION                 |
| 3643    | LNUM=00001 SLTN MUST BE 10 NUMERICS WITH TWO HYPHENS   |
| 3715    | LNUM=00001 TELNO=(AUX. LINE) WHEN TNS CONTAINS 15 A/N THE 11TH CHARACTER MUST BE HYPHEN            |
| 3955    | LNUM=00001 TELNO= BLOCK VALID VALUES ARE A, B, C, H OR BLANK ON REQTYP E, F, OR M                  |
| 3963    | LNUM=00001 TELNO= BLOCK IS REQUIRED WITH BA ENTRY OF A OR D  |
| 4085    | REFNUM=0001-TELNO= DDA-ADDRESS 1 PROHIBITED WITH THIS REQTYP AND ACTIVITY TYPE                     |
| 4090    | DLNUM=0001 LTN= VALID LTY REQUIRED   |
| 4185    | DLNUM=0001 LTN=DOI DATA INVALID WITH LTY 3   |
| 4360    | DLNUM=0001 LTN= LASS PROHIBITED WITH LACT Z  |
| 4375    | DLNUM=0001 LTN= LALOC PROHIBITED WITH LACT Z   |
| 4390    | DLNUM=0001 LTN= LAST PROHIBITED WITH LACT Z  |
| 4475    | DLNUM=0001 LTN= INVALID YPH ENTRY  |
| 4480    | DLNUM=0001 LTN= YPH PROHIBITED WITH LACT Z   |
| 4500    | DLNUM=0001 LTN= SIC PROHIBITED WITH LACT Z   |
| 4510    | DLNUM=0001 LTN=ONLY ONE SIC ALLOWED PER ACCOUNT  |
| 4550    | DLNUM=0003 LTN= DIRNAME REQUIRED ON FOREIGN OR SECONDARY LISTING                                   |
| 4590    | DLNUM=0001 LTN= DLNM VALID ENTRY IS Y  |
| 4685    | DLNUM=0002 LVL ENTRIES MUST BE SEQUENTIAL AND THE THE SAME LVL VALUE CANNOT APPEAR MORE THAN TWICE |
| 5050    | LOCNUM=001 DOES NOT MATCH AN END USER LOCNUM ON THIS LSR   |
| 5070    | LOCNUM=000 HNUM=00001 HID MUST BE N WHEN HA IS N AND HNTYP IS 1, 2, 3 OR 4                         |
| 5080    | LOCNUM=000 HNUM=00001 HID MUST BE AN HID NUMBER WHEN HA IS C, D OR E AND HNTYP IS 5 OR 6           |
| 5095    | LOCNUM=000 HNUM=00001 TLI PROHIBITED WHEN HNTYP IS 1, 2, 3 OR 4 AND NOTYP IS T                     |
| 5105    | LOCNUM=000 HNUM=00001 HLA=C HLA VALID ENTRIES ARE N, E OR D  |
| 5110    | LOCNUM=001 HNUM=00001 HLA=N HLA OF N PROHIBITED WHEN HUNT GROUP ACTIVITY IS E                      |
| 8165    | LNUM=00001 TC TO PRIMARY IS REQUIRED WHEN LNUM TC OPT IS TC OR ST                                  |

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| AGGREGATE                        | ORDER TYP      | PES    |        |  |
|----------------------------------|----------------|--------|--------|--|
| ERROR DET                        | AILS (Fatal Er | rors)  |        |  |
| Error Type<br>(by error<br>code) | Count          | %      | S %    | Error Description  |
| 1007                             | 24             | 0.18%  | 0.18%  | DUPLICATE CC, PON, VER   |
| 1012                             | 11             | 0.08%  | 0.26%  | CANNOT SUPP A PREVIOUSLY CANCELED LSR/PON  |
| 1015                             | 4869           | 36.76% | 37.03% | PON DUPLICATE ON INITIAL LSR   |
| 1017                             | 4              | 0.03%  | 37.06% | PON VALID VALUES ARE UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS . , - '      |
| 1020                             | 1              | 0.01%  | 37.06% | PON VALID VALUES ARE ONLY UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS . , - ' |
| 1022                             | 1              | 0.01%  | 37.07% | LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION   |
| 1023                             | 208            | 1.57%  | 38.64% | NO ORIGINAL LSR FOUND FOR THIS SUP   |
| 1025                             | 29             | 0.22%  | 38.86% | VER MUST BE GREATER THAN PREVIOUS VERSION  |
| 1027                             | 140            | 1.06%  | 39.92% | PREVIOUS LSR AGED OFF - (K) STATUS   |
| 1030                             | 572            | 4.32%  | 44.24% | VER MUST BE GREATER THAN PREVIOUS VERSION  |
| 1035                             | 6              | 0.05%  | 44.28% | VER MUST BE TWO NUMERICS - 01 OR GREATER FOR 860   |
| 1040                             | 9              | 0.07%  | 44.35% | VER MUST BE SPACES OR ZEROES FOR 850   |
| 1050                             | 7              | 0.05%  | 44.40% | D/SENT - D/SENT CENTURY MUST BE CURRENT OR FUTURE DATE                                     |
| 1055                             | 3              | 0.02%  | 44.42% | AN REQUIRED FOR THIS REQTYP/ACT TYPE COMBINATION WHEN ATN IS NOT POPULATED                 |
| 1065                             | 4              | 0.03%  | 44.45% | AN MUST BE 10 OR 13 ALPHANUMERICS  |
| 1070                             | 19             | 0.14%  | 44.60% | DDD/DDD-CC MUST BE CURRENT OR FUTURE DATE  |
| 1075                             | 3              | 0.02%  | 44.62% | ATN REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION WHEN AN IS NOT POPULATED                |
| 1085                             | 5              | 0.04%  | 44.66% | DDDO-CC/DDDO MUST BE CURRENT OR FUTURE DATE  |
| 1090                             | 3              | 0.02%  | 44.68% | ATN OR AN REQUIRED WHEN EATN IS POPULATED  |
| 1095                             | 1              | 0.01%  | 44.69% | SERVICE CENTER REQUIRED  |
| 1110                             | 176            | 1.33%  | 46.02% | INVALID REQTYP - ACCOUNT ACTIVITY TYPE COMBINATION   |
| 1125                             | 80             | 0.60%  | 46.62% | DDD MUST BE GREATER THAN OR EQUAL TO D/TSENT   |
| 1140                             | 3              | 0.02%  | 46.64% | DDDO REQUIRED WHEN ACT IS T AND REQTYP IS A, E, M, OR N                                    |
| 1145                             | 10             | 0.08%  | 46.72% | INTERVAL BETWEEN DDD AND DDDO MUST BE 30 CALENDAR DAYS OR LESS                             |
| 1150                             | 39             | 0.29%  | 47.01% | SUP PROHIBITED WHEN 1ST CHARACTER OF REQTYP FIELD CHANGES                                  |
| 1154                             | 69             | 0.52%  | 47.53% | LSR/PON IS COMPLETED   |
| 1155                             | 8              | 0.06%  | 47.60% | DFDT MUST BE POPULATED WITH A SINGLE (HHMM) TIME WHEN CHC IS Y                             |
| 1170                             | 13             | 0.10%  | 47.69% | CC REQUIRED  |
| 1175                             | 1              | 0.01%  | 47.70% | REQTYP REQUIRED (STOP EDIT)  |
| 1180                             | 4              | 0.03%  | 47.73% | INVALID REQTYP/ACT TYPE COMBINATION (STOP EDIT)  |
| 1200                             | 28             | 0.21%  | 47.94% | SUP REQUIRED WHEN VER IS GREATER THAN 00   |
| 1215                             | 16             | 0.12%  | 48.06% | ACTL MUST BE 11 ALPHANUMERIC CHARACTERS  |

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# REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis Fatals DETAIL) REPORT PERIOD: 06/01/2001 - 06/30/2001

| AGGREGATE                        | ORDER TYP      | PES    |        |   |
|----------------------------------|----------------|--------|--------|---|
| ERROR DET                        | AILS (Fatal Er | rors)  |        |   |
| Error Type<br>(by error<br>code) | Count          | %      | S %    | Error Description   |
| 1225                             | 4              | 0.03%  | 48.09% | CC REQUIRED ON THIS REQTYP/ACT TYPE COMBINATION (STOP EDIT)                     |
| 1230                             | 1144           | 8.64%  | 56.73% | LSO MUST BE 6 NUMERICS  |
| 1270                             | 4              | 0.03%  | 56.76% | SECNCI MUST BE A MINIMUM OF 5 ALPHANUMERIC CHARACTERS                           |
| 1330                             | 6              | 0.05%  | 56.81% | BAN1 MUST = E, N OR VALID BILLING ACCOUNT NUMBER FORMAT                         |
| 1335                             | 3              | 0.02%  | 56.83% | LSO REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                              |
| 1340                             | 1              | 0.01%  | 56.84% | LSO MUST BE 6 NUMERICS  |
| 1360                             | 1              | 0.01%  | 56.84% | TOS SECOND CHARACTER MUST BE A, B, C, D, H, J, OR - (HYPHEN) (STOP EDIT)        |
| 1390                             | 1              | 0.01%  | 56.85% | TOS SECOND CHARACTER MUST BE - (HYPHEN) IF REQTYP IS JB                         |
| 1391                             | 1              | 0.01%  | 56.86% | TOS SECOND CHARACTER MUST BE J, WHEN REQTYP IS NB (STOP EDIT)                   |
| 1430                             | 20             | 0.15%  | 57.01% | CIC REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                              |
| 1453                             | 20             | 0.15%  | 57.16% | BAN1 REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                             |
| 1455                             | 7              | 0.05%  | 57.21% | BAN1 VALID ENTRY MUST BE VALID BILLING ACCOUNT NUMBER OR E WITH TRAILING BLANKS |
| 1457                             | 2              | 0.02%  | 57.23% | BAN1 MUST BE ENTRY OF E IF REQTYPE A-LINE SHARE CO BASED                        |
| 1470                             | 1              | 0.01%  | 57.24% | BI2 REQUIRED WHEN BAN1 AND BAN2 ARE POPULATED                                   |
| 1505                             | 14             | 0.11%  | 57.34% | INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                             |
| 1510                             | 14             | 0.11%  | 57.45% | TEL NO-INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                      |
| 1520                             | 18             | 0.14%  | 57.58% | FAX NO-INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                      |
| 1525                             | 1              | 0.01%  | 57.59% | FAX NO-INIT MUST BE 10 NUMERICS   |
| 1530                             | 1              | 0.01%  | 57.60% | IMPCON REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                           |
| 1540                             | 1              | 0.01%  | 57.61% | TEL NO IMPCON FORMAT MUST BE 10 NUMERICS IN THE FIRST 10 POSITIONS              |
| 1605                             | 393            | 2.97%  | 60.57% | REMARKS VIRGULES (/) AND ASTERISKS NOT ALLOWED IN THIS FIELD                    |
| 1630                             | 204            | 1.54%  | 62.11% | CANNOT SUP A PREVIOUSLY CANCELED LSR/PON  |
| 1635                             | 214            | 1.62%  | 63.73% | LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION                                |
| 1640                             | 609            | 4.60%  | 68.33% | NO ORIGINAL LSR FOUND FOR THIS SUP  |
| 1645                             | 1933           | 14.59% | 82.92% | LSR/PON AGED OFF  |
| 1650                             | 586            | 4.42%  | 87.35% | LSR/PON COMPLETED   |
| 1655                             | 31             | 0.23%  | 87.58% | LSR ORIGINATING FORMAT (TCIF) NOT SAME AS ORIGINATING FORMAT                    |
| 1660                             | 117            | 0.88%  | 88.46% | SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE                                   |
| 1662                             | 20             | 0.15%  | 88.61% | SUP NOT ALLOWED ON RESTORAL WHEN THE REASON WAS DENIED                          |
| 1664                             | 109            | 0.82%  | 89.44% | SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE                                |
| 2000                             | 3              | 0.02%  | 89.46% | EU-NAME REQUIRED  |

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# REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis Fatals DETAIL) REPORT PERIOD: 06/01/2001 - 06/30/2001

| AGGREGATE                        | ORDER TYP      | PES   |        |   |
|----------------------------------|----------------|-------|--------|---|
| ERROR DET                        | AILS (Fatal Er | rors) |        |   |
| Error Type<br>(by error<br>code) | Count          | %     | S %    | Error Description   |
| 2015                             | 2              | 0.02% | 89.48% | EU-STATE REQUIRED   |
| 2035                             | 7              | 0.05% | 89.53% | LOCNUM=000 NAME EU REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION                |
| 2040                             | 1              | 0.01% | 89.54% | LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION                            |
| 2055                             | 1              | 0.01% | 89.54% | LOCNUM=000 SASD VALID ENTRY IS E, W, N, S, NE, NW, SE, OR SW AT THIS LOCATION                     |
| 2059                             | 10             | 0.08% | 89.62% | LOCNUM=000 SASN REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION WHEN LNA EQUALS N |
| 2060                             | 71             | 0.54% | 90.15% | LOCNUM=000 SASN REQUIRED WITH THIS REQTYP/ACT TYP COMBINATION AT THIS LOCATION                    |
| 2065                             | 6              | 0.05% | 90.20% | LOCBAN REQUIRED   |
| 2080                             | 76             | 0.57% | 90.77% | LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION                             |
| 2085                             | 20             | 0.15% | 90.92% | LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION               |
| 2090                             | 9              | 0.07% | 90.99% | LOCNUM=000 ROOM-EU MUST NOT BE POPULATED WITH RM OR ROOM IN ANY POSITION AT THIS LOCATION         |
| 2095                             | 2              | 0.02% | 91.01% | LOCNUM=000 BLDG-EU MUST NOT BE POPULATED WITH BLDG IN ANY POSITION AT THIS LOCATION               |
| 2099                             | 2              | 0.02% | 91.02% | LOCNUM=000 CITY-EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION                               |
| 2100                             | 4              | 0.03% | 91.05% | LOCNUM=000 CITY-EU REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION                |
| 2105                             | 4              | 0.03% | 91.08% | LOCNUM=000 STATE-EU REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION               |
| 2109                             | 16             | 0.12% | 91.20% | LOCNUM=000 ZIP CODE=EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION                           |
| 2110                             | 4              | 0.03% | 91.23% | LOCNUM=000 ZIP CODE-EU REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION            |
| 2115                             | 18             | 0.14% | 91.37% | FBCON-TELNO MUST BE MINIMUM OF 10 NUMERICS  |
| 2120                             | 201            | 1.52% | 92.89% | EATN, EAN, ATN OR AN ARE PROHIBITED ON THIS REQTYP/ACT CODE                                       |
| 2130                             | 2              | 0.02% | 92.90% | LOCNUM=000 TEL NO-LCON MUST BE 10 NUMERICS AT THIS LOCATION                                       |
| 2185                             | 1              | 0.01% | 92.91% | EAN MUST BE 10 NUMERICS OR 13 ALPHANUMERICS   |
| 2200                             | 7              | 0.05% | 92.96% | EATN MUST BE 10 NUMERICS  |
| 2280                             | 5              | 0.04% | 93.00% | LOCNUM= DISCNBR= DNUM REQUIRED WHEN DISC NBR IS POPULATED   |
| 2285                             | 5              | 0.04% | 93.04% | LOCNUM= DNUM MUST BE 5 NUMERIC  |
| 2295                             | 5              | 0.04% | 93.08% | DNUM MUST BE GREATER THAN PREVIOUS DNUM   |
| 2350                             | 25             | 0.19% | 93.27% | ERL REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION  |
| 2355                             | 2              | 0.02% | 93.28% | ERL PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION  |
| 3010                             | 2              | 0.02% | 93.30% | REFNUM=0001-TELNO= LINE ACTIVITY MUST BE Y OR L WHEN ACCOUNT ACTIVITY = SS OR RS                  |
| 3035                             | 42             | 0.32% | 93.61% | REFNUM=0001-TELNO= OTN MUST BE 10 NUMERICS  |
| 3040                             | 3              | 0.02% | 93.64% | REFNUM=0002-TELNO= OTN PROHIBITED WHEN LNA = A, D, W, Y, L, P9                                    |
| 3045                             | 12             | 0.09% | 93.73% | REFNUM=0001 ECCKT MUST BE CLT, CLF OR CLS FORMAT  |
| 3047                             | 28             | 0.21% | 93.94% | LNUM=00001 CFA LOC A OR LOC Z CLLI DOES NOT MATCH ACTL  |

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| AGGREGATE                        | ORDER TYP      | ES    |        |   |
|----------------------------------|----------------|-------|--------|---|
| ERROR DETA                       | AILS (Fatal Er | rors) |        |   |
| Error Type<br>(by error<br>code) | Count          | %     | S %    | Error Description   |
| 3050                             | 8              | 0.06% | 94.00% | LOCNUM=000 LNUM=00001 CFA FORMAT IS INVALID   |
| 3085                             | 1              | 0.01% | 94.01% | REFNUM=0001-TELNO= TC OPT VALID ENTRIES ARE:00, 03, 05, 08, 21, 23, 25, 26, 31, 51, 81    |
| 3090                             | 1              | 0.01% | 94.01% | REFNUM=0001-TELNO= TC OPT PROHIBITED ON THIS ACT TYPE AND REQTYP                          |
| 3110                             | 1              | 0.01% | 94.02% | LOCNUM=001 LNUM=00001 TELNO= CKR FORMAT INVALID   |
| 3115                             | 10             | 0.08% | 94.10% | LOCNUM=000 LNUM=00002 TELNO= ECCKT IS PROHIBITED WITH REQTYP/ACT/LNA COMBINATION          |
| 3120                             | 2              | 0.02% | 94.11% | LOCNUM=000 LNUM=00002 TELNO= ECCKT IS REQUIRED WITH REQTYP/ACT/LNA COMBINATION            |
| 3125                             | 36             | 0.27% | 94.38% | LOCNUM=000 LNUM=00001 TELNO= ECCKT FORMAT INVALID   |
| 3130                             | 2              | 0.02% | 94.40% | REFNUM=0001-TELNO= TC PER-CC/TC PER-DATE MUST BE CURRENT OR FUTURE DATE                   |
| 3135                             | 46             | 0.35% | 94.75% | REFNUM=0001-TELNO TC PER-CC/TC PER-DATE REQUIRED WHEN TCTO-PRIMARY FIELD IS POPULATED     |
| 3155                             | 5              | 0.04% | 94.78% | LOCNUM=000 LNUM=00001 TELNO= FA PROHIBITED IF THE LNA IS D, W, P, L, B OR R               |
| 3160                             | 62             | 0.47% | 95.25% | LOCNUM=000 LNUM=00001 TELNO= FA VALID ENTRY MUST BE N, C OR D                             |
| 3165                             | 11             | 0.08% | 95.33% | REFNUM=0001-TELNO=TBE PROHIBITED ON THIS ACTIVITY FOR THIS REQTYPE                        |
| 3170                             | 25             | 0.19% | 95.52% | REFNUM=0001-TELNO= CFA INVALID FORMAT   |
| 3200                             | 1              | 0.01% | 95.53% | LOCNUM=000 LNUM=00001 TELNO= FEATURE PROHIBITED WITH LINE ACTIVITY OF W, P, L OR B        |
| 3205                             | 7              | 0.05% | 95.58% | LOCNUM=000 LNUM=00001 TELNO= FEATURE DETAIL REQUIRED WHEN FA IS C                         |
| 3245                             | 1              | 0.01% | 95.59% | LOCNUM=000 LNUM=00001 TELNO= IWJQ REQUIRED WHEN JR IS Y                                   |
| 3380                             | 1              | 0.01% | 95.60% | LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N IF ACT IS N                                    |
| 3385                             | 1              | 0.01% | 95.61% | LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE D, G, N, P, V, W OR X IF ACT IS V, P OR Q        |
| 3390                             | 1              | 0.01% | 95.61% | LOCNUM=000 LNUM=00002 TELNO= LNA REQUIRED WHEN ACT TYP IS N, C, T, R, V, S, P OR Q        |
| 3395                             | 1              | 0.01% | 95.62% | LOCNUM=000 LNUM=00001 TELNO= ASSOCIATED DATA PROHIBITED ON ACT TYPE B, L, W OR Y          |
| 3410                             | 2              | 0.02% | 95.64% | LNUM=00001 TELNO= LNA MUST BE X OR G IF OTN IS POPULATED                                  |
| 3415                             | 1              | 0.01% | 95.64% | LOCNUM=000 LNUM=00002 TELNO= LNA MUST BE N, C, D, R, X, V, G, W, P, L OR B                |
| 3420                             | 2              | 0.02% | 95.66% | LOCNUM=000 LNUM=1 TELNO= LNA MUST BE N, C, D, P, OR X IF ACT IS C                         |
| 3422                             | 2              | 0.02% | 95.67% | LNUM=00001 LNA MUST BE N OR D IF REQTYP IS A DIGITAL, DATA DESIGNED (DS1)                 |
| 3427                             | 1              | 0.01% | 95.68% | LNUM=00001 TELNO= LNA OF G PROHIBITED ON REQTYP/ACT TYP COMBINATION                       |
| 3430                             | 3              | 0.02% | 95.70% | FOR REQTYP E,F OR M, IF ACT IS P, Q OR V AT LEAST ONE LNA MUST BE G, P, V, W OR X         |
| 3445                             | 3              | 0.02% | 95.73% | LOCNUM=000 LNUM=00001 TELNO= LNECLSSVC MUST BE 3 OR 5 ALPHANUMERICS                       |
| 3460                             | 20             | 0.15% | 95.88% | LOCNUM=000 LNUM= TELNO= LNUM REQUIRED WITH THIS REQTYP/LNA TYPE COMBINATION (STOP EDIT)   |
| 3470                             | 7              | 0.05% | 95.93% | LOCNUM=000 LNUM=00001 TELNO=LNUM MUST BE UNIQUE WITHIN EACH LOCNUM EXCEPT FOR REQTYP E-IS |
| 3485                             | 2              | 0.02% | 95.95% | LOCNUM=001 LNUM=00001 LOCNUM DOES NOT MATCH AN END USER LOCNUM FOR THIS LSR               |
| 3545                             | 1              | 0.01% | 95.95% | LNUM=00001 TELNO= OTN REQUIRED WITH THIS REQTYP/LNA COMBINATION                           |

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# REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis Fatals DETAIL) REPORT PERIOD: 06/01/2001 - 06/30/2001

| AGGREGATE                        | ORDER TYP      | PES   |        |  |
|----------------------------------|----------------|-------|--------|--|
| ERROR DET                        | AILS (Fatal Er | rors) |        |  |
| Error Type<br>(by error<br>code) | Count          | %     | S %    | Error Description  |
| 3705                             | 21             | 0.16% | 96.11% | LNUM=00001 TNS MUST BE A MINIMUM OF 10 OR A MAXIMUM OF 15 ALPHANUMBERIC INCLUDING HYPHEN   |
| 3725                             | 1              | 0.01% | 96.12% | LOCNUM=000 LNUM=00005 TELNO= FPI MUST BE VALID VALUE FOR REQTYP AND ACTIVITY               |
| 3730                             | 1              | 0.01% | 96.13% | LNUM=00004 TELNO= FPI INVALID ON REQTYP/LNA COMBINATION                                    |
| 3735                             | 3              | 0.02% | 96.15% | LNUM=00001 TELNO= PIC REQUIRED ON LNA G, N, P OR V   |
| 3745                             | 3              | 0.02% | 96.17% | LNUM=00001 TELNO= PIC VALID ENTRIES ARE NONE, UNDC OR A VALID PIC CODE WHEN LNA IS G, N OR |
| 3750                             | 1              | 0.01% | 96.18% | LNUM=00001 TELNO= PIC INVALID ON REQTYP/LNA COMBINATION                                    |
| 3755                             | 3              | 0.02% | 96.20% | LNUM=00001 TELNO= LPIC REQUIRED ON LNA G, N, P OR V  |
| 3765                             | 3              | 0.02% | 96.22% | LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC OR A VALID LPIC CODE WHEN LNA IS G, N  |
| 3770                             | 1              | 0.01% | 96.23% | LNUM=00001 TELNO= LPIC INVALID ON REQTYP/LNA COMBINATION                                   |
| 3785                             | 1              | 0.01% | 96.24% | LNUM=00002 TELNO= PTKCON MUST BE T, I OR O   |
| 3790                             | 5              | 0.04% | 96.28% | LNUM=00001 - TELNO= PTKCON REQUIRED WHEN THE LNA IS G, N OR V                              |
| 4000                             | 5              | 0.04% | 96.32% | DL DATA ELEMENTS REQUIRED  |
| 4010                             | 2              | 0.02% | 96.33% | REFNUM=0001-TELNO= LIST REQUIRED WITH THIS REQTYPE AND ACTIVITY TYPE                       |
| 4015                             | 3              | 0.02% | 96.35% | REFNUM=0001-TELNO= LIST MUST BE VALID ENTRY  |
| 4020                             | 1              | 0.01% | 96.36% | DLNUM=0001 LTN= DLNUM MUST BE UNIQUE   |
| 4022                             | 1              | 0.01% | 96.37% | DLNUM=001 LTN=DLNUM MUST BE 4 NUMERICS   |
| 4028                             | 1              | 0.01% | 96.38% | REFNUM=0001-TELNO= COMMA OR SEMICOLON REQUIRED FOR RESIDENCE LISTING                       |
| 4030                             | 4              | 0.03% | 96.41% | DLNUM=0001 LTN= LACT REQUIRED  |
| 4035                             | 1              | 0.01% | 96.41% | DLNUM=0001 LTN=ALI CODE PROHIBITED WHEN THE RTY 2ND AND 3RD CHARACTERS ARE ML              |
| 4040                             | 4              | 0.03% | 96.44% | REFNUM=0001-TELNO= LISTED ADDRESS REQUIRED WITH THIS REQTYP AND ACTIVITY TYPE              |
| 4045                             | 56             | 0.42% | 96.87% | REFNUM=0001-TELNO=0 LISTED ADDRESS PROHIBITED WITH THIS RECTYP AND ACTIVITY TYPE           |
| 4052                             | 1              | 0.01% | 96.87% | YPH ENTRY MUST BE 999001 WHEN LISTING TYPE IS NL OR NP                                     |
| 4055                             | 66             | 0.50% | 97.37% | YPH REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3   |
| 4061                             | 1              | 0.01% | 97.38% | DLNUM=0001 LTN= LASN,ADI,OR LALOC REQUIRED FOR REQTYP J, RTY OF LML, AND LACT OF N         |
| 4065                             | 49             | 0.37% | 97.75% | DLNUM=&DLNM LTN=&LTN ASSOCIATED LACT COMBINATION I AND O IS MISSING                        |
| 4075                             | 1              | 0.01% | 97.76% | MAIN LISTING REQUIRED  |
| 4090                             | 19             | 0.14% | 97.90% | DLNUM=0001 LTN= VALID LTY REQUIRED   |
| 4110                             | 6              | 0.05% | 97.95% | DLNUM=0001 LTN=4 VALID STYC CI, SH, SI, OR SL REQUIRED                                     |
| 4120                             | 18             | 0.14% | 98.08% | DLNUM=0001 LTN= TOA B, R, RP OR BP REQUIRED  |
| 4160                             | 13             | 0.10% | 98.18% | DLNUM=0001 LTN= DOI REQUIRED VALUE MUST BE 0 - 6   |
| 4180                             | 13             | 0.10% | 98.28% | DLNUM=0001 LTN= DOI VALUE MUST BE ZERO   |

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| AGGREGATE                        | ORDER TYP      | PES   |        |  |
|----------------------------------|----------------|-------|--------|--|
| ERROR DETA                       | AILS (Fatal Er | rors) |        |  |
| Error Type<br>(by error<br>code) | Count          | %     | S %    | Error Description  |
| 4185                             | 1              | 0.01% | 98.29% | DLNUM=0002 LTN= DOI DATA INVALID WITH LTY 3  |
| 4205                             | 5              | 0.04% | 98.32% | DLNUM=0001 LTN REQUIRED  |
| 4280                             | 1              | 0.01% | 98.33% | DLNUM=0001 LTN= TITLE1 DATA INVALID  |
| 4310                             | 2              | 0.02% | 98.35% | DLNUM=0001 LTN= LANO PROHIBITED WITHOUT LASN   |
| 4385                             | 5              | 0.04% | 98.38% | DLNUM=0001 LTN= INVALID LAST ENTRY   |
| 4475                             | 1              | 0.01% | 98.39% | DLNUM=0002 LTN= INVALID YPH ENTRY  |
| 4478                             | 8              | 0.06% | 98.45% | DLNUM=0001 LTN= YPH ENTRY MUST BE 999001 WHEN LTY IS 2 OR 3  |
| 4485                             | 7              | 0.05% | 98.51% | DLNUM=0001 LTN= YPH REQUIRED WHEN THE TOS IS 1 OR 3 AND RTY IS ML, AM OR CM                        |
| 4505                             | 4              | 0.03% | 98.54% | DLNUM=0001 LTN= SIC REQUIRED WHEN ACT IS N, V, OR P  |
| 4600                             | 16             | 0.12% | 98.66% | DLNUM=0001 LTN= AMPERSAND REQUIRED WITH DLNM   |
| 4685                             | 2              | 0.02% | 98.67% | DLNUM=0002 LVL ENTRIES MUST BE SEQUENTIAL AND THE THE SAME LVL VALUE CANNOT APPEAR MORE THAN TWICE |
| 5000                             | 18             | 0.14% | 98.81% | HUNTING PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION   |
| 5005                             | 27             | 0.20% | 99.01% | LOCNUM=000 THE FOLLOWING FIELDS ARE REQUIRED; HNUM, HA, AND HID                                    |
| 5015                             | 27             | 0.20% | 99.21% | HTQTY MUST EQUAL TOTAL NUMBER OF HNUM ON THIS REQUEST  |
| 5025                             | 1              | 0.01% | 99.22% | LOCNUM=000 HNUM= HA=G HA MUST BE N, E, C, OR D   |
| 5035                             | 1              | 0.01% | 99.23% | REFNUM=0001-TELNO= TER MUST BE 4 NUMERICS  |
| 5050                             | 7              | 0.05% | 99.28% | LOCNUM=001 DOES NOT MATCH AN END USER LOCNUM ON THIS LSR   |
| 5060                             | 9              | 0.07% | 99.35% | LOCNUM=000 HNUM=00001 HNUM MUST BE UNIQUE WITHIN EACH LOCNUM                                       |
| 5070                             | 6              | 0.05% | 99.40% | LOCNUM=000 HNUM=00001 HID MUST BE N WHEN HA IS N AND HNTYP IS 1, 2, 3 OR 4                         |
| 5095                             | 3              | 0.02% | 99.42% | LOCNUM=000 HNUM=00001 TLI PROHIBITED WHEN HNTYP IS 1, 2, 3 OR 4 AND NOTYP IS T                     |
| 5110                             | 4              | 0.03% | 99.45% | LOCNUM=001 HNUM=00001 HLA=N HLA OF N PROHIBITED WHEN HUNT GROUP ACTIVITY IS E                      |
| 5115                             | 1              | 0.01% | 99.46% | LOCNUM=000 HNUM=00001 HLA=E HLA OF E PROHIBITED WHEN HUNT GROUP ACTIVITY IS N                      |
| 5125                             | 8              | 0.06% | 99.52% | LOCNUM=000 HNUM=00001 HTSEQ=0003 SAME HTSEQ NOT ALLOWED FOR MORE THAN ONE HT WHEN HLA IS N OR E    |
| 5135                             | 7              | 0.05% | 99.57% | LOCNUM=000 HNUM=00001 HTSEQ=0005 SAME HT NOT ALLOWED IN MORE THAN ONE HTSEQ WHEN HLA IS N OR E     |
| 5175                             | 1              | 0.01% | 99.58% | HNUM=00001 HT=T0001T0002 HT MUST BE 10 NUMERICS OR 14 NUMERICS WITH A HYPHEN IF HNTYP 1-4          |
| 6010                             | 1              | 0.01% | 99.58% | REFNUM=0001 -ECCKT REQUIRED WHEN ACT FIELD IS C, D, M, T OR R ON REQTYP'S A OR B                   |
| 6045                             | 10             | 0.08% | 99.66% | INVALID NC/NCI/SECNCI COMBINATION (STOP EDIT)  |
| 6050                             | 6              | 0.05% | 99.71% | REQTYP/LOOP TYPE COMBINATION INVALID   |
| 7000                             | 5              | 0.04% | 99.74% | EAN OR EATN OR LEATN ON LINES OR LEAN ON LINES IS REQUIRED WHEN ACT IS P, Q OR V                   |
| 7080                             | 2              | 0.02% | 99.76% | EATN AND AN ARE REQUIRED FOR REQTYP  |
| 8025                             | 14             | 0.11% | 99.86% | LOCNUM= DISCNBR=&DISCNM DNUM=&DNUM TC TO PRIMARY IS REQUIRED WHEN DNUM TC OPT IS TC OR ST          |

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### **ORDERING**

# REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis Fatals DETAIL) REPORT PERIOD: 06/01/2001 - 06/30/2001

Exhibit AJV-3 Revised Attachment 2A

| AGGREGATE ORDER TYPES            |                              |         |         |   |
|----------------------------------|------------------------------|---------|---------|---|
| ERROR DETA                       | ERROR DETAILS (Fatal Errors) |         |         |   |
| Error Type<br>(by error<br>code) | Count                        | %       | S %     | Error Description   |
| 8140                             | 2                            | 0.02%   | 99.88%  | LNUM=00001 TC OPT PROHIBITED IF TC FR IS NOT POPULATED ON REQTYP E, F OR M FOR LNA C, G, N OR V |
| 8165                             | 1                            | 0.01%   | 99.89%  | LNUM=00001 TC TO PRIMARY IS REQUIRED WHEN LNUM TC OPT IS TC OR ST                               |
| 8180                             | 12                           | 0.09%   | 99.98%  | LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED                    |
| 8215                             | 1                            | 0.01%   | 99.98%  | LNUM=00001 TC PER DATE INVALID. IT MUST BE LATER THAN THE LSR RECEIPT DATE                      |
| 8255                             | 2                            | 0.02%   | 100.00% | INVALID ACTIVITY TYPE   |
|                                  | 13245                        | 100.00% |         |   |

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| AGGREGA                          | AGGREGATE ORDER TYPES   |  |  |  |  |  |
|----------------------------------|---|--|--|--|--|--|
| <b>ERROR DI</b>                  | ETAILS - 8825   |  |  |  |  |  |
| Error Type<br>(by error<br>code) | Error Description   |  |  |  |  |  |
| 8825                             | ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!                |  |  |  |  |  |
| 8825                             | ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA                              |  |  |  |  |  |
| 8825                             | ORDER ERR: CS IDNT 011 LIN USOC FOLLOWING CS IS INCORRECT! OCS 1FR                  |  |  |  |  |  |
| 8825                             | ORDER ERR: LN LIST 010 LIN RECAPPED LN, NLST OR NP MAY NOT APPEAR! ILN (LNR) CROS   |  |  |  |  |  |
| 8825                             | ORDER ERR: DSA IDNT 010 LI DSA PRESENT - NEED CATEGORY L USOC OR SMV USOC!          |  |  |  |  |  |
| 8825                             | ORDER ERR: TN SAE 038 LINE TN OR TLI IS REQUIRED FOR INWARD CATEGORY D USOCS!       |  |  |  |  |  |
| 8825                             | ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C     |  |  |  |  |  |
| 8825                             | ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C     |  |  |  |  |  |
| 8825                             | ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C     |  |  |  |  |  |
| 8825                             | ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!  |  |  |  |  |  |
| 8825                             | ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX                       |  |  |  |  |  |
| 8825                             | ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! IG2 CKL                           |  |  |  |  |  |
| 8825                             | ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 1FR /TN                          |  |  |  |  |  |
| 8825                             | ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA                              |  |  |  |  |  |
| 8825                             | ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1 DRS /TN                       |  |  |  |  |  |
| 8825                             | ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT!                                 |  |  |  |  |  |
| 8825                             | ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! 11 DRS /TN                       |  |  |  |  |  |
| 8825                             | ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!  |  |  |  |  |  |
| 8825                             | ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1 1FB /TN                   |  |  |  |  |  |
| 8825                             | ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! 11 14R /TN                          |  |  |  |  |  |
| 8825                             | ORDER ERR: CFND SAE 016 LI SEE SOER DOCUMENTATION! T1                               |  |  |  |  |  |
| 8825                             | ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1 1FB                       |  |  |  |  |  |
| 8825                             | ORDER ERR: PIC SAE 012 LIN PIC MUST APPEAR ON I AND T ACTION CODED CATEGORY D USOC! |  |  |  |  |  |
| 8825                             | ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!                           |  |  |  |  |  |
| 8825                             | ORDER ERR: FORMAT SAE 389 I1 DRS /TN  |  |  |  |  |  |
| 8825                             | ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!  |  |  |  |  |  |
| 8825                             | ORDER ERR: NLST LIST 013 L SEE SOER DOCUMENTATION! INLST(NON-LIST) INTERPRINT EQUI  |  |  |  |  |  |
| 8825                             | ORDER ERR: LN LIST 010 LIN SEE SOER DOCUMENTATION! ILN                              |  |  |  |  |  |
| 8825                             | ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! 11 14R /                            |  |  |  |  |  |
| 8825                             | ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!                           |  |  |  |  |  |
| 8825                             | ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!                           |  |  |  |  |  |
| 8825                             | ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!                           |  |  |  |  |  |

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| AGGREG <i>A</i>                  | TE ORDER TYPES   |
|----------------------------------|--|
| ERROR DI                         | TAILS - 8825   |
| Error Type<br>(by error<br>code) | Error Description  |
| 8825                             | ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!                          |
| 8825                             | ORDER ERR: SS BILL 007 LIN SS DATA FORMAT INCORRECT! ISS                           |
| 8825                             | ORDER ERR: SIC LIST 012 LI SIC CODE NOT ON BRIS SIC TABLE! ISIC 3047               |
| 8825                             | ORDER ERR: RESH BILL 023 L USOC BSX++ MAY NOT APPEAR!                              |
| 8825                             | ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)                   |
| 8825                             | ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)                   |
| 8825                             | ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1                              |
| 8825                             | ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA                             |
| 8825                             | ORDER ERR: FORMAT 374 LINE EUCLC: 0001 RELAY: 0000=                                |
| 8825                             | ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1                                     |
| 8825                             | ORDER ERR: LOC LIST 019 LI INVALID LAST CHARACTER FOR LEVELS 1-3! ILOC LOT 4 DES ( |
| 8825                             | ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!               |
| 8825                             | ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)                   |
| 8825                             | ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)                   |
| 8825                             | ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C    |
| 8825                             | ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! CKL                              |
| 8825                             | ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA                             |
| 8825                             | ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!                          |
| 8825                             | ORDER ERR: ROUT LIST 007 L ROUT INVALID ON THIS ORDER!                             |
| 8825                             | ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX                      |
| 8825                             | ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1                          |
| 8825                             | ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! 11                              |
| 8825                             | ORDER ERR: TCP TFC 007 LIN INVALID TCP DATE! TCP 06-13-00                          |
| 8825                             | ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!                          |
| 8825                             | ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT!                                |
| 8825                             | ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1                              |
| 8825                             | ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! 11 1FR /TN                             |
| 8825                             | ORDER ERR: PCA SAE 013 LIN SEE SOER DOCUMENTATION! T1                              |
| 8825                             | ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA                             |

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| AGGREGATI       | AGGREGATE ORDER TYPES   |  |  |  |  |
|-----------------|---|--|--|--|--|
| ERROR DET       | AILS - 1000   |  |  |  |  |
|                 |   |  |  |  |  |
| Error Type      |   |  |  |  |  |
| (by error code) | Error Description   |  |  |  |  |
|                 | CLEARED ERR BY ISSUING ORDER MANUALLY   |  |  |  |  |
| 1000            |   |  |  |  |  |
| 1000            | CLEARED SYSTEM ERRORS OSCOL AND UEAMC   |  |  |  |  |
| 1000            | CLEARED UP SYSTEM ERRORS  |  |  |  |  |
| 1000            | CLEARED ERROR FOR SYSTEM GENERATED ORDER#   |  |  |  |  |
| 1000            | CORRECTED SYSTEM GENERATED ERRORS FOR ORDER#  |  |  |  |  |
| 1000            | CLEANED UP SYSTEM ERRORS  |  |  |  |  |
| 1000            | CANCEL PER CLEC.  |  |  |  |  |
| 1000            | PUT IN E STATUS TO DROP OFF-ORD CANCELLED BY CLEC                                     |  |  |  |  |
| 1000            | CLEARED ALL SYSTEM ERRORS IN DUE DATE CHANGE BY SYSTEM TO 070700                      |  |  |  |  |
| 1000            | ORDERDD 06-27-00 WORKED TO CHG LISTING  |  |  |  |  |
| 1000            | PLACED IN E-STAT SUP 1 ON VER 1 THANKS  |  |  |  |  |
| 1000            | ERR PLACED IN E-STAT SUP 1  |  |  |  |  |
| 1000            | ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP   |  |  |  |  |
| 1000            | CORRECT SYSTEM ERRORS   |  |  |  |  |
| 1000            | CAN PER CLEC  |  |  |  |  |
| 1000            | ERROR TO DROP, PON CANCELLED PER SUP 01   |  |  |  |  |
| 1000            | EU NAME IS INCOMPLETE, PLS VERIFY AND RESUBMIT;                                       |  |  |  |  |
| 1000            | CLEAN UP SYSTEM ERROR AND ADD SHELVES TO LOC FLR INFO                                 |  |  |  |  |
| 1000            | CORRECTED SYSTEM ERRORS FOR ORDER#  |  |  |  |  |
| 1000            | CORRECTED ERRORS ON ORDER BY REMOVING OCOSL & UEAMC WHICH SHOULD NOT BE ON LY REQUEST |  |  |  |  |
| 1000            | CLEARED ERROR FOR SYSTEM GENERATED ORDER, ORDER #                                     |  |  |  |  |
| 1000            | ERROR TO DROP, UNABLE TO FORCE FOC ON C51RKDT0 CPX 06-08-00                           |  |  |  |  |
| 1000            | ACCOUNT, SERVICE ORDER, DD 06-30-00   |  |  |  |  |
| 1000            | ERROR TO DROP, UNABLE TO FORCE FOC ON   |  |  |  |  |
| 1000            | CANCELLED ORDER PER SUP 1 LESOG   |  |  |  |  |
| 1000            | CORRECT MAN CODE ON ROUTING ERROR MADE BY SYSTEM                                      |  |  |  |  |
| 1000            | RECVD SUP 1 TO CANCEL   |  |  |  |  |
| 1000            | CORRECT SYSTEM ERROS  |  |  |  |  |
| 1000            | ERR PLACED IN E-STAT SUP 1 ON VER 1   |  |  |  |  |
| 1000            | UPDATE TO CHANGE DUE DATE TO 6-27   |  |  |  |  |
| 1000            | ERR PLACED IN E-STAT ORDER COMPLETED  |  |  |  |  |
| 1000            | CLEARED ERR FOR ORDER # , PON#,   |  |  |  |  |

| AGGREGATE                        | ORDER TYPES  |
|----------------------------------|--|
| ERROR DET                        | AILS - 1000  |
| Error Type<br>(by error<br>code) | Error Description  |
| 1000                             | CORRECT SYSTEM ERRORS  |
| 1000                             | CORRECT SYSTEM ERRORS  |
| 1000                             | CLEARED ERROR FOR SYSTEM GENERATED ORDER #   |
| 1000                             | CLEARED ERROR  |
| 1000                             | CORRECT SVC ORDER BY REMOVING OCOSL & UEAMC-WHCH SHOULD NOT BE ON LY RQST            |
| 1000                             | CORRECT ERRORS   |
| 1000                             | CORRECTED SYSTEM GENERATED ORDERS, ORDER#  |
| 1000                             | CORRECTED SYSTEM GENERATED ORDER #   |
| 1000                             | SENT S STATUS REFERAL FORM 06-20-00.   |
| 1000                             | ISS ORD C509GNJ6 DD 0703 ERR STAT 2 COR FOC-   |
| 1000                             | DD 2000-07-05  |
| 1000                             | ORDER CANCELLED  |
| 1000                             | CLAIMED IN ERROR   |
| 1000                             | ORDER PLACED IN ERROR BUCKET. RECORD ORD CPX B4 FOC WAS SENT.                        |
| 1000                             | DD 06-14-00  |
| 1000                             | DD 07-06-00  |
| 1000                             | ORDER NY32B0F8 DOES NOT HAVE PON ON IT   |
| 1000                             | DD 2000-07-05  |
| 1000                             | CORRECT SYSTEM ERRORS  |
| 1000                             | CLEAR UP SYSTEM ERRORS   |
| 1000                             | ERR TO DROP OFF, ORD   |
| 1000                             | ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP  |
| 1000                             | CORRECT SYSTEM ERRORS  |
| 1000                             | CORRECT SYSTEM PROBLEMS  |
| 1000                             | CLEARED UP SYSTEM ERRORS   |
| 1000                             | CLEARED ERRORS FROM ORDER TO FLOW THRU   |
| 1000                             | CLEAR SYSTEM ERRORS OCOSL AND DFDT   |
| 1000                             | CORRECT ON ODR NUMBER  |
| 1000                             | ORDER BY PLACING DFDT INFO IN PROPER PLACE AND REMOVING OCOSL (NOT VALID ON LYORDER) |

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## REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% LNP Summary) REPORT PERIOD: 06/01/2001 - 06/30/2001

|           | Exhibit AJV-3 |
|-----------|---------------|
| Revised A | Attachment 2A |

|                     | ACHIEVED  | ADJUSTED  |
|---------------------|-----------|-----------|
|                     | FLOW-     | FLOW-     |
|                     | THROUGH % | THROUGH % |
| CLEC AGGREGATE      |           |           |
| CLEC AGGREGATE      |           |           |
| REGION ALL SERVICES | 54.30%    | 91.83%    |

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# REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (% LNP Aggregate DETAIL) REPORT PERIOD: 06/01/2001 - 06/30/2001

| AGGREGATE ORDER TY | PES        |        |              |               |                   |                       |           |                   |                       |                   |                |                      |                     |                      |
|--------------------|------------|--------|--------------|---------------|-------------------|-----------------------|-----------|-------------------|-----------------------|-------------------|----------------|----------------------|---------------------|----------------------|
| Company In         | fo         |        |              |               |                   | LSR PROCESSING        |           |                   |                       |                   |                | FL                   | OWTHROU             | GH                   |
|                    |            | NA I   | !! ! t#-     |               | 841               | Dalasta               | M-Pd-t-d  |                   | F                     | _                 |                |                      |                     |                      |
|                    |            | wechan | ized Interfa | Total         | Manual<br>Total   | Rejects               | Validated | Total             | Errors                | CLEC              |                |                      |                     | CLEC Error           |
| Name               | RESH / OCN | EDI    | TAG          | Mech<br>LSR's | Manual<br>Fallout | Auto<br>Clarification | LSR's     | System<br>Fallout | BST Caused<br>Fallout | Caused<br>Fallout | Issued<br>SO's | Achieved Flowthrough | Base<br>Calculation | Excluded Calculation |
| #1                 |            | 322    | 0            | 322           | 167               | 11                    | 144       | 83                | 65                    | 18                | 61             | 20.82%               | 42.36%              | 48.41%               |
| #2                 |            | 621    | 0            | 621           | 274               | 57                    | 290       | 55                | 31                    | 24                | 235            | 43.52%               | 81.03%              | 88.35%               |
| #3                 |            | 0      | 31           | 31            | 17                | 3                     | 11        | 10                | 1                     | 9                 | 1              | 5.26%                | 9.09%               | 50.00%               |
| #4                 |            | 4      | 0            | 4             | 1                 | 0                     | 3         | 0                 | 0                     | 0                 | 3              | 75.00%               | 100.00%             | 100.00%              |
| #5                 |            | 1      | 0            | 1             | 0                 | 0                     | 1         | 0                 | 0                     | 0                 | 1              | 100.00%              | 100.00%             | 100.00%              |
| #6                 |            | 0      | 1588         | 1588          | 633               | 124                   | 831       | 302               | 149                   | 153               | 529            | 40.35%               | 63.66%              | 78.02%               |
| #7                 |            | 677    | 0            | 677           | 548               | 55                    | 74        | 32                | 20                    | 12                | 42             | 6.89%                | 56.76%              | 67.74%               |
| #8                 |            | 0      | 41           | 41            | 22                | 5                     | 14        | 8                 | 4                     | 4                 | 6              | 18.75%               | 42.86%              | 60.00%               |
| #9                 |            | 0      | 1496         | 1496          | 1418              | 78                    | 0         | 0                 | 0                     | 0                 | 0              | 0.00%                | 0.00%               | 0.00%                |
| #10                |            | 174    | 0            | 174           | 97                | 7                     | 70        | 28                | 16                    | 12                | 42             | 27.10%               | 60.00%              | 72.41%               |
| #11                |            | 9      | 0            | 9             | 3                 | 2                     | 4         | 3                 | 2                     | 1                 | 1              | 16.67%               | 25.00%              | 33.33%               |
| #12                |            | 0      | 85           | 85            | 27                | 8                     | 50        | 11                | 9                     | 2                 | 39             | 52.00%               | 78.00%              | 81.25%               |
| #13                |            | 2046   | 0            | 2046          | 735               | 156                   | 1155      | 241               | 129                   | 112               | 914            | 51.41%               | 79.13%              | 87.63%               |
| #14                |            | 0      | 217          | 217           | 112               | 23                    | 82        | 17                | 11                    | 6                 | 65             | 34.57%               | 79.27%              | 85.53%               |
| #15                |            | 2746   | 0            | 2746          | 308               | 29                    | 2409      | 103               | 44                    | 59                | 2306           | 86.76%               | 95.72%              | 98.13%               |
| #16                |            | 94     | 0            | 94            | 68                | 4                     | 22        | 7                 | 0                     | 7                 | 15             | 18.07%               | 68.18%              | 100.00%              |
| #17                |            | 0      | 2            | 2             | 0                 | 2                     | 0         | 0                 | 0                     | 0                 | 0              | 0.00%                | 0.00%               | 0.00%                |
| #18                |            | 152    | 0            | 152           | 145               | 0                     | 7         | 5                 | 0                     | 5                 | 2              | 1.36%                | 28.57%              | 100.00%              |
| #19                |            | 4239   | 0            | 4239          | 519               | 83                    | 3637      | 230               | 66                    | 164               | 3407           | 85.35%               | 93.68%              | 98.10%               |
| #20                |            | 0      | 83           | 83            | 40                | 5                     | 38        | 13                | 3                     | 10                | 25             | 36.76%               | 65.79%              | 89.29%               |
| #21                |            | 7      | 0            | 7             | 3                 | 0                     | 4         | 4                 | 3                     | 1                 | 0              | 0.00%                | 0.00%               | 0.00%                |
| #22                |            | 1013   | 0            | 1013          | 636               | 45                    | 332       | 116               | 41                    | 75                | 216            | 24.19%               | 65.06%              | 84.05%               |
| #23                |            | 0      | 18           | 18            | 7                 | 0                     | 11        | 8                 | 6                     | 2                 | 3              | 18.75%               | 27.27%              | 33.33%               |
| #24                |            | 362    | 0            | 362           | 150               | 17                    | 195       | 83                | 64                    | 19                | 112            | 34.36%               | 57.44%              | 63.64%               |
| #25                |            | 13     | 0            | 13            | 1                 | 2                     | 10        | 0                 | 0                     | 0                 | 10             | 90.91%               | 100.00%             | 100.00%              |
| #26                |            | 370    | 0            | 370           | 189               | 9                     | 172       | 76                | 59                    | 17                | 96             | 27.91%               | 55.81%              | 61.94%               |

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| AGGREGATE ORDER TYPES |            |                  |
|-----------------------|------------|------------------|
| Company Info          |            |                  |
|                       |            |                  |
|                       |            |                  |
| Name                  | RESH / OCN | FATAL<br>REJECTS |
| #1                    |            | 7                |
| #2                    |            | 2                |
| #3                    |            | 30               |
| #4                    |            | 2                |
| #5                    |            | 206              |
| #6                    |            | 0                |
| #7                    |            | 36               |
| #8                    |            | 259              |
| #9                    |            | 21               |
| #10                   |            | 14               |
| #11                   |            | 2                |
| #12                   |            | 45               |
| #13                   |            | 86               |
| #14                   |            | 16               |
| #15                   |            | 65               |
| #16                   |            | 17               |
| #17                   |            | 15               |
| #18                   |            | 368              |
| #19                   |            | 13               |
| #20                   |            | 106              |
| #21                   |            | 66               |
| #22                   |            | 3                |
| #23                   |            | 19               |
| #24                   |            | 13               |
| #25                   |            | 139              |
| #26                   |            | 15               |
| Total                 |            | 1565             |

# EXHIBIT NO. AJV – 3

July 2001 MSS Report

|                | Tennessee, July 2001                               | Benchmark /<br>Analog                    | BST<br>Measure | BST<br>Volume | CLEC<br>Measure   | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore | Equity                   |
|----------------|--|--|----------------|---------------|-------------------|----------------|-----------------------|-------------------|--------|--------------------------|
|                | Resale - Ordering                                  |  |                |               |                   |                |                       |                   |        |                          |
|                | % Rejected Service Requests - Mechanized           |  |                |               |                   |                |                       |                   |        |                          |
| 1.1.1          | O-7 Residence/TN(%)                                | Diagnostic                               |                |               | 8.49%             | 15.729         |                       |                   |        | Diagnostic               |
| 1.1.2          | O-7 Business/TN(%)                                 | Diagnostic                               |                |               | 15.11%            | 331            |                       |                   |        | Diagnostic               |
| 1.1.3          | O-7 Design (Specials)/TN(%)                        | Diagnostic                               |                |               |                   |                |                       |                   |        | Diagnostic               |
| 1.1.4          | O-7 PBX/TN(%)                                      | Diagnostic                               |                |               |                   |                |                       |                   |        | Diagnostic               |
| 1.1.5          | O-7 Centrex/TN(%)                                  | Diagnostic                               |                |               |                   |                |                       |                   |        | Diagnostic               |
| 1.1.6          | O-7 ISDN/TN(%)                                     | Diagnostic                               |                |               |                   |                |                       |                   |        | Diagnostic               |
|                | % Rejected Service Requests - Partially Mechanized |  |                |               |                   |                |                       |                   |        |                          |
| 1.2.1          | O-7 Residence/TN(%)                                | Diagnostic                               |                |               | 42.60%            | 2,547          |                       |                   |        | Diagnostic               |
| 1.2.2          | O-7 Business/TN(%)                                 | Diagnostic                               |                |               | 38.40%            | 250            |                       |                   |        | Diagnostic               |
| 1.2.3          | O-7 Design (Specials)/TN(%)                        | Diagnostic                               |                |               | 0.00%             | 1              |                       |                   |        | Diagnostic               |
| 1.2.4          | O-7 PBX/TN(%)                                      | Diagnostic                               |                |               |                   |                |                       |                   |        | Diagnostic               |
| 1.2.5          | O-7 Centrex/TN(%)                                  | Diagnostic                               |                |               |                   |                |                       |                   |        | Diagnostic               |
| 1.2.6          | O-7  ISDN/TN(%)                                    | Diagnostic                               |                |               |                   |                |                       |                   |        | Diagnostic               |
|                | % Rejected Service Requests - Non-Mechanized       |  |                |               |                   |                |                       |                   |        |                          |
| 1.3.1          | O-7 Residence/TN(%)                                | Diagnostic                               |                |               | 42.42%            | 99             |                       |                   |        | Diagnostic               |
| 1.3.2          | O-7 Business/TN(%)                                 | Diagnostic                               |                |               | 34.13%            | 167            |                       |                   |        | Diagnostic               |
| 1.3.3          | O-7 Design (Specials)/TN(%)                        | Diagnostic                               |                |               | 25.00%            | 12             |                       |                   |        | Diagnostic               |
| 1.3.4          | O-7 PBX/TN(%)                                      | Diagnostic                               |                |               | 0.00%             | 4              |                       |                   |        | Diagnostic               |
| 1.3.5<br>1.3.6 | O-7 Centrex/TN(%) O-7 ISDN/TN(%)                   | Diagnostic<br>Diagnostic                 |                |               | 100.00%<br>36.36% | 33             |                       |                   |        | Diagnostic<br>Diagnostic |
| 1.3.0          |  | Diagnostic                               |                |               | 30.30%            | 33             |                       |                   |        | Diagnostic               |
|                | Reject Interval - Mechanized                       |  |                |               |                   |                |                       |                   |        |                          |
| 1.4.1          | O-8 Residence/TN(%)                                | >= 97% w in 1 hr                         |                |               | 94.01%            | 1,336          |                       |                   |        | NO                       |
| 1.4.2          | O-8 Business/TN(%)                                 | >= 97% w in 1 hr                         |                |               | 100.00%           | 50             |                       |                   |        | YES                      |
| 1.4.3          | O-8 Design (Specials)/TN(%)                        | >= 97% w in 1 hr                         |                |               |                   |                |                       |                   |        |                          |
| 1.4.4<br>1.4.5 | O-8 PBX/TN(%) O-8 Centrex/TN(%)                    | >= 97% w in 1 hr<br>>= 97% w in 1 hr     |                |               |                   |                |                       |                   |        |                          |
| 1.4.5          | O-8 ISDN/TN(%)                                     | >= 97% w in 1 hr                         |                |               |                   |                |                       |                   |        |                          |
|                |  | 2 = 01 /0 W III T III                    |                |               |                   |                |                       |                   |        |                          |
|                | Reject Interval - Partially Mechanized - 24 hours  | 050/ 10041                               |                |               |                   |                |                       |                   |        |                          |
| 1.5.1<br>1.5.2 | O-8 Residence/TN(%) O-8 Business/TN(%)             | >= 85% w in 24 hrs<br>>= 85% w in 24 hrs |                |               | 5-1-2001, see b   |                |                       |                   |        |                          |
| 1.5.2          | O-8 Design (Specials)/TN(%)                        | >= 85% w in 24 hrs                       |                |               | 5-1-2001, see b   |                |                       |                   |        |                          |
| 1.5.4          | O-8 PBX/TN(%)                                      | >= 85% w in 24 hrs                       |                |               | 5-1-2001, see b   |                |                       |                   |        |                          |
| 1.5.5          | O-8 Centrex/TN(%)                                  | >= 85% w in 24 hrs                       |                |               | 5-1-2001, see b   |                |                       |                   |        |                          |
| 1.5.6          | O-8 ISDN/TN(%)                                     | >= 85% w in 24 hrs                       |                |               | 5-1-2001, see b   |                |                       |                   |        |                          |
|                | Reject Interval - Partially Mechanized - 18 hours  | <u></u>                                  |                |               |                   |                |                       |                   |        |                          |
| 1.6.1          | O-8 Residence/TN(%)                                | >= 85% w in 18 hrs                       |                |               | 97.79%            | 1,085          |                       |                   |        | YES                      |
| 1.6.2          | O-8 Business/TN(%)                                 | >= 85% w in 18 hrs                       |                |               | 97.92%            | 96             |                       |                   |        | YES                      |
| 1.6.3          | O-8 Design (Specials)/TN(%)                        | >= 85% w in 18 hrs                       |                |               | 01.102/0          |                |                       |                   |        |                          |
| 1.6.4          | O-8 PBX/TN(%)                                      | >= 85% w in 18 hrs                       |                |               |                   |                |                       |                   |        |                          |
| 1.6.5          | O-8 Centrex/TN(%)                                  | >= 85% w in 18 hrs                       |                |               |                   |                |                       |                   |        |                          |
| 1.6.6          | O-8 ISDN/TN(%)                                     | >= 85% w in 18 hrs                       |                |               |                   |                |                       |                   |        |                          |
|                | Reject Interval - Non-Mechanized                   |  |                |               | ·                 |                | ·                     |                   |        |                          |
| 1.8.1          | O-8 Residence/TN(%)                                | >= 85% w in 24 hrs                       |                |               | 97.62%            | 42             |                       |                   |        | YES                      |
| 1.8.2          | O-8 Business/TN(%)                                 | >= 85% w in 24 hrs                       |                |               | 98.25%            | 57             |                       |                   |        | YES                      |
| 1.8.3          | O-8 Design (Specials)/TN(%)                        | >= 85% w in 24 hrs                       |                |               | 100.00%           | 3              |                       |                   |        | YES                      |
| 1.8.4          | O-8 PBX/TN(%)                                      | >= 85% w in 24 hrs                       |                |               |                   | •              |                       |                   |        |                          |
| 1.8.5          | O-8 Centrex/TN(%)                                  | >= 85% w in 24 hrs                       |                |               | 100.00%           | 1              |                       |                   |        | YES                      |
| 1.8.6          | O-8 ISDN/TN(%)                                     | >= 85% w in 24 hrs                       |                |               | 100.00%           | 12             |                       |                   |        | YES                      |
|                | FOO Time Process Manufacture                       |  |                |               |                   |                |                       |                   |        |                          |
|                | FOC Timeliness - Mechanized                        |  |                |               |                   |                |                       |                   |        |                          |
| 1.9.1          | O-9 Residence/TN(%)                                | >= 95% w in 3 hrs                        |                |               | 99.09%            | 13,143         |                       |                   |        | YES                      |

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|                      |            | South Wonthly State Summary  |  |         |                                      |                  |              |           |          |        |            |
|----------------------|------------|--|--|---------|--------------------------------------|------------------|--------------|-----------|----------|--------|------------|
|                      | Tenr       | nessee, July 2001  | Benchmark /                              | BST     | BST                                  | CLEC             | CLEC         | Standard  | Standard |        |            |
|                      |            |  | Analog                                   | Measure | Volume                               | Measure          | Volume       | Deviation | Error    | ZScore | Equity     |
| A.1.9.3              | O-9        | Design (Specials)/TN(%)  | 050/:- 2 h                               |         |                                      |                  |              |           |          |        |            |
| A.1.9.3<br>A.1.9.4   | O-9        | PBX/TN(%)  | >= 95% w in 3 hrs<br>>= 95% w in 3 hrs   |         |                                      |                  |              |           |          |        |            |
| A.1.9.5              | O-9        | Centrex/TN(%)  | >= 95% w in 3 hrs                        |         |                                      |                  |              |           |          |        |            |
| A.1.9.6              | O-9        | ISDN/TN(%)   | >= 95% w in 3 hrs                        |         |                                      |                  |              |           |          |        |            |
| 71.1.5.0             |            | -  | >= 3070 W III 0 III 3                    |         |                                      |                  |              |           |          |        |            |
|                      |            | imeliness - Partially Mechanized   | •  |         |                                      |                  |              |           |          |        |            |
| A.1.10.1             | 0-9        | Residence/TN(%)  | >= 85% w in 36 hrs                       |         | applicable after                     |                  |              |           |          |        |            |
| A.1.10.2<br>A.1.10.3 | O-9<br>O-9 | Business/TN(%) Design (Specials)/TN(%)                                   | >= 85% w in 36 hrs<br>>= 85% w in 36 hrs |         | applicable after                     |                  |              |           |          |        |            |
| A.1.10.3<br>A.1.10.4 | O-9        | PBX/TN(%)  | >= 85% w in 36 hrs                       |         | applicable after<br>applicable after |                  |              |           |          |        |            |
| A.1.10.4<br>A.1.10.5 | O-9        | Centrex/TN(%)  | >= 85% w in 36 hrs                       |         | applicable after                     |                  |              |           |          |        |            |
| A.1.10.6             | O-9        | ISDN/TN(%)   | >= 85% w in 36 hrs                       |         | applicable after                     |                  |              |           |          |        |            |
|                      |            | • ` ` ′  |  |         |                                      |                  |              |           |          |        |            |
|                      |            | imeliness - Partially Mechanized - 18 hours                              | 050/ 11401                               |         |                                      | 0.4.000/         | 1.000        |           |          |        | \/50       |
| A.1.11.1             | O-9<br>O-9 | Residence/TN(%) Business/TN(%)   | >= 85% w in 18 hrs                       |         |                                      | 94.68%<br>97.67% | 1,692<br>172 |           |          |        | YES<br>YES |
| A.1.11.2<br>A.1.11.3 | O-9        | Design (Specials)/TN(%)  | >= 85% w in 18 hrs<br>>= 85% w in 18 hrs |         |                                      | 100.00%          | 1            |           |          |        | YES        |
| A.1.11.4             | O-9        | PBX/TN(%)  | >= 85% w in 18 hrs                       |         |                                      | 100.0076         | ı            |           |          |        | TES        |
| A.1.11.5             | O-9        | Centrex/TN(%)  | >= 85% w in 18 hrs                       |         |                                      |                  |              |           |          |        |            |
| A.1.11.6             | O-9        | ISDN/TN(%)   | >= 85% w in 18 hrs                       |         |                                      |                  |              |           |          |        |            |
|                      |            | ```  | •  |         |                                      |                  |              |           |          |        |            |
| A.1.13.1             | O-9        | Residence/TN(%)  | >= 85% w in 36 hrs                       |         |                                      | 98.44%           | 64           |           | _        |        | YES        |
| A.1.13.1<br>A.1.13.2 | O-9        | Business/TN(%)   | >= 85% w in 36 hrs                       |         |                                      | 100.00%          | 109          |           |          |        | YES        |
| A.1.13.3             | O-9        | Design (Specials)/TN(%)  | >= 85% w in 36 hrs                       |         |                                      | 85.71%           | 7            |           |          |        | YES        |
| A.1.13.4             | O-9        | PBX/TN(%)  | >= 85% w in 36 hrs                       |         |                                      | 100.00%          | 3            |           |          |        | YES        |
| A.1.13.5             | 0-9        | Centrex/TN(%)  | >= 85% w in 36 hrs                       |         |                                      | 100.0070         |              |           |          |        |            |
| A.1.13.6             | O-9        | ISDN/TN(%)   | >= 85% w in 36 hrs                       |         |                                      | 100.00%          | 12           |           |          |        | YES        |
|                      | EOC 8      | Reject Response Completeness - Mechanized                                | _  |         |                                      |                  |              |           |          |        |            |
| A.1.14.1             | 0-11       | Residence/TN(%)  | >= 95%                                   |         |                                      | 92.08%           | 15,729       |           |          |        | NO         |
| A.1.14.2             | 0-11       | Business/TN(%)   | >= 95%                                   |         |                                      | 65.56%           | 331          |           |          |        | NO         |
| A.1.14.3             | 0-11       | Design (Specials)/TN(%)  | >= 95%                                   |         |                                      | 00.0070          |              |           |          |        |            |
| A.1.14.4             | 0-11       | PBX/TN(%)  | >= 95%                                   |         |                                      |                  |              |           |          |        | -          |
| A.1.14.5             | 0-11       | Centrex/TN(%)  | >= 95%                                   |         |                                      |                  |              |           |          |        |            |
| A.1.14.6             | 0-11       | ISDN/TN(%)   | >= 95%                                   |         |                                      |                  |              |           |          |        |            |
|                      | FOC 8      | Reject Response Completeness - Partially Mechanized                      |  |         |                                      |                  |              |           |          |        |            |
| A.1.15.1             | O-11       | Residence/TN(%)  | >= 95%                                   |         |                                      | 100.00%          | 2,547        |           |          |        | YES        |
| A.1.15.2             | 0-11       | Business/TN(%)   | >= 95%                                   |         |                                      | 100.00%          | 250          |           |          |        | YES        |
| A.1.15.3             | O-11       | Design (Specials)/TN(%)  | >= 95%                                   |         |                                      | 100.00%          | 1            |           |          |        | YES        |
| A.1.15.4             | 0-11       | PBX/TN(%)  | >= 95%                                   |         |                                      |                  |              |           |          |        |            |
| A.1.15.5             | O-11       | Centrex/TN(%)  | >= 95%                                   |         |                                      |                  |              |           |          |        |            |
| A.1.15.6             | O-11       | ISDN/TN(%)   | >= 95%                                   |         |                                      |                  |              |           |          |        |            |
|                      | FOC 8      | Reject Response Completeness - Non-Mechanized                            |  |         |                                      |                  |              |           |          |        |            |
| A.1.16.1             | 0-11       | Residence/TN(%)  | >= 95%                                   |         |                                      | 98.59%           | 142          |           |          |        | YES        |
| A.1.16.2             | O-11       | Business/TN(%)   | >= 95%                                   |         |                                      | 95.11%           | 225          |           |          |        | YES        |
| A.1.16.3             | O-11       | Design (Specials)/TN(%)  | >= 95%                                   |         |                                      | 100.00%          | 7            |           |          |        | YES        |
| A.1.16.4             | 0-11       | PBX/TN(%)  | >= 95%                                   |         |                                      | 75.00%           | 4            |           |          |        | NO         |
| A.1.16.5             | 0-11       | Centrex/TN(%)  | >= 95%                                   |         |                                      | 50.00%           | 2            |           |          |        | NO         |
| A.1.16.6             | 0-11       | ISDN/TN(%)   | >= 95%                                   |         |                                      | 96.97%           | 33           |           |          |        | YES        |
|                      |            | Reject Response Completeness (Multiple Responses) - Mechanized           | _  | ·       |                                      |                  |              |           |          |        |            |
| A.1.17.1             | 0-11       | Residence/TN(%)  | >= 95%                                   |         |                                      | 99.99%           | 14,484       |           |          |        | YES        |
| A.1.17.2             | 0-11       | Business/TN(%)   | >= 95%                                   |         |                                      | 100.00%          | 217          |           |          |        | YES        |
| A.1.17.3             | 0-11       | Design (Specials)/TN(%)  | >= 95%                                   |         |                                      |                  |              |           |          |        |            |
| A.1.17.4             | 0-11       | PBX/TN(%)  | >= 95%                                   |         |                                      |                  |              |           |          |        |            |
| A.1.17.5             | 0-11       | Centrex/TN(%)  | >= 95%                                   |         |                                      |                  |              |           |          |        |            |
| A.1.17.6             | O-11       | ISDN/TN(%)   | >= 95%                                   |         |                                      |                  |              |           |          |        |            |
|                      |            | Reject Response Completeness (Multiple Responses) - Partially Mechanized | -  |         |                                      |                  |              |           |          |        |            |
| A.1.18.1             | O-11       | Residence/TN(%)  | >= 95%                                   |         |                                      | 94.74%           | 2,547        |           |          |        | NO         |
| A.1.18.2             | 0-11       | Business/TN(%)   | >= 95%                                   |         |                                      | 92.40%           | 250          |           |          |        | NO         |
|                      |            |  |  |         |                                      |                  |              |           |          |        |            |

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| A.1.1.1.1  |                            |        | essee, July 2001   | Benchmark /<br>Analog | BST<br>Measure | BST<br>Volume | CLEC<br>Measure                                  | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore  | Equity |
|--|----------------------------|--------|--|-----------------------|----------------|---------------|--|----------------|-----------------------|-------------------|---------|--------|
| A.1.16.1   PICT/PRISE   PICT/   | A.1.18.3                   | O-11   | Design (Specials)/TN(%)  | >= 95%                |                |               | 100.00%  | 1              |                       |                   |         | YES    |
| A   194  |                            |        |  |                       |                |               |  |                |                       |                   |         |        |
| A  |                            | 0-11   |  |                       |                |               |  |                |                       |                   |         |        |
| A.1.1.1.1  | A.1.18.6                   | O-11   | ISDN/TN(%)   | >= 95%                |                |               |  |                |                       |                   |         |        |
| A.1.1.1.1  |                            | FOC &  | Reject Response Completeness (Multiple Responses) - Non-Mechanized | _                     |                |               |  |                |                       |                   |         |        |
| A.1.9.4   A.1.   | A.1.19.1                   |        |  | >= 95%                |                |               | 89.29%   | 140            |                       |                   |         | NO     |
| A.1.1.1.2  | A.1.19.2                   | O-11   | Business/TN(%)   | >= 95%                |                |               | 91.59%   | 214            |                       |                   |         | NO     |
| A.11.06   Control   Cont   | A.1.19.3                   | 0-11   | Design (Specials)/TN(%)  | >= 95%                |                |               | 100.00%  | 7              |                       |                   |         | YES    |
| Reside   | A.1.19.4                   | O-11   | PBX/TN(%)  | >= 95%                |                |               | 100.00%  | 3              |                       |                   |         | YES    |
| Reside - Provisioning  | A.1.19.5                   | O-11   | Centrex/TN(%)  | >= 95%                |                |               | 100.00%  | 1              |                       |                   |         | YES    |
| Onto Completion Interval   A   | A.1.19.6                   | 0-11   | ISDN/TN(%)   | >= 95%                |                |               | 100.00%  | 32             |                       |                   |         | YES    |
| A2.11.11   54   Resistency-C1 Ground-DispatchTN(days)   Res   6.43   13.242   5.30   449   5.559   0.24677   4.250   YES   A2.11.12   F4   Resistency-C1 Ground-DispatchTN(days)   Res   7.64   13   1.048   1.129   0.011.03   1.5272   YES   A2.11.12   F4   Resistency-C1 Ground-DispatchTN(days)   Res   7.64   13   1.048   1.129   0.011.03   1.5272   YES   A2.11.12   F4   Resistency-C1 Ground-DispatchTN(days)   Res   7.64   13   7.75   1.98   78   6.311   0.7156   1.8253   YES   A2.12.12   F4   Resistency-C1 Ground-DispatchTN(days)   Res   7.64   13   7.75   1.98   78   6.311   0.7156   1.8253   YES   A2.12.12   F4   Resistency-C1 Ground-DispatchTN(days)   Res   1.30   1.2146   0.082   2.23   3.006   0.2493   1.999   YES   A2.12.12   F4   Resistency-C1 Ground-DispatchTN(days)   Res   1.30   1.2146   0.082   2.23   3.006   0.2493   1.999   YES   A2.12.12   F4   Resistency-C1 Ground-DispatchTN(days)   Res   1.30   1.2146   0.082   2.23   3.006   0.2493   1.999   YES   A2.12.12   F4   Resistency-C1 Ground-DispatchTN(days)   Res   1.17   7.2   1.181      |                            | Resale | - Provisioning   |                       |                |               |  |                |                       |                   |         |        |
| A2.11.11   54   Resistency-C1 Ground-DispatchTN(days)   Res   6.43   13.242   5.30   449   5.559   0.24677   4.250   YES   A2.11.12   F4   Resistency-C1 Ground-DispatchTN(days)   Res   7.64   13   1.048   1.129   0.011.03   1.5272   YES   A2.11.12   F4   Resistency-C1 Ground-DispatchTN(days)   Res   7.64   13   1.048   1.129   0.011.03   1.5272   YES   A2.11.12   F4   Resistency-C1 Ground-DispatchTN(days)   Res   7.64   13   7.75   1.98   78   6.311   0.7156   1.8253   YES   A2.12.12   F4   Resistency-C1 Ground-DispatchTN(days)   Res   7.64   13   7.75   1.98   78   6.311   0.7156   1.8253   YES   A2.12.12   F4   Resistency-C1 Ground-DispatchTN(days)   Res   1.30   1.2146   0.082   2.23   3.006   0.2493   1.999   YES   A2.12.12   F4   Resistency-C1 Ground-DispatchTN(days)   Res   1.30   1.2146   0.082   2.23   3.006   0.2493   1.999   YES   A2.12.12   F4   Resistency-C1 Ground-DispatchTN(days)   Res   1.30   1.2146   0.082   2.23   3.006   0.2493   1.999   YES   A2.12.12   F4   Resistency-C1 Ground-DispatchTN(days)   Res   1.17   7.2   1.181      |                            |        |  |                       |                |               |  |                |                       |                   |         |        |
| A 2.11.1.1 P. 4. Residence-1 dicrius/Nevn-Depatch/TN(days) Res   | Δ21111                     |        |  | Res                   | 6.43           | 13 242        | 5.30   | 449            | 5 559                 | 0.26677           | 4 2250  | YES    |
| A2.11.12 P4 Residence-10 circustRispatarYTN(stays) Res 7.64 13   |                            |        |  |                       |                |               |  |                |                       |                   |         |        |
| A 2.1.2.1.2 P.4 B. Seledonce 3~0 Circulation Departor/Tri(days)  A 2.1.2.1.1 P.4 Seledonce 3~0 Circulation Departor/Tri(days)  Bus 3.3.1 7,725 1.99 78 6.321 0.71926 1.8253 YES A 2.1.2.1 P.4 Seledonce 3~0 Circulation Departor/Tri(days)  Bus 1.30 12,145 0.82 223 3.805 0.24883 1.9988 YES A 2.1.2.2 P.4 Seledonce 3~0 Circulation Departor/Tri(days)  Bus 1.30 12,145 0.82 223 3.805 0.24883 1.9988 YES A 2.1.2.2 P.4 Seledonce 3~0 Circulation Departor/Tri(days)  Bus 1.30 1.21,145 0.82 223 3.805 0.24883 1.9988 YES A 2.1.2.2 P.4 Seledonce 3~0 Circulation Departor/Tri(days)  Bus 1.30 1.21,145 0.82 223 3.805 0.24883 1.9988 YES A 2.1.2.2 P.4 Seledonce 3~0 Circulation Departor/Tri(days)  Bus 1.30 1.21,145 0.82 223 3.805 0.24883 1.9988 YES A 2.1.2.2 P.4 Seledonce 3~0 Circulation Departor/Tri(days)  Bus 1.30 1.21,145 0.82 223 3.805 0.24883 1.9988 YES A 2.1.2.2 P.4 Seledonce 3~0 Circulation Departor/Tri(days)  Bus 1.30 1.21,145 0.82 223 3.805 0.24883 1.9988 YES A 2.1.2.2 P.4 Seledonce 3~0 Circulation Departor/Tri(days)  Bus 1.30 1.21,145 0.82 223 3.805 0.24883 1.9988 YES A 2.1.2.2 P.4 Seledonce 3~0 Circulation Departor/Tri(days)  Bus 1.30 1.21,145 0.82 223 3.805 0.24883 1.9988 YES A 2.1.2.2 P.4 Seledonce 3~0 Circulation Departor/Tri(days)  Bus 1.30 1.21,145 0.82 223 3.805 0.24883 1.9988 YES A 2.1.2.2 P.4 Seledonce 3~0 Circulation Departor/Tri(days)  Bus 1.30 1.21,145 0.82 223 3.805 0.24883 1.9988 YES A 2.1.2.2 P.4 Seledonce 3~0 Circulation Departor/Tri(days)  Bus 1.21 1.22 1.22 1.22 1.22 1.22 1.22 1.2   |                            |        |  |                       |                |               | 0.74   | 10,400         |                       | 3.01120           | 13.0212 | 110    |
| A2.12.11   P-4   Busineses/-10 icrotals/Depatch/TN(days)   Bus   3.31   7.725   1.99   78   6.321   0.71026   1.8253   YES   |                            |        |  |                       | 7.07           |               | <del>                                     </del> |                | 3.540                 | 1                 |         |        |
| A2.12.12   P-4   Business/-10 circustNon-Dispatch/TN(days)   Bus   1.23   68   C. 233   3.666   0.24833   1.9808   YES   |                            |        |  |                       | 3.31           | 7,725         | 1,99   | 78             | 6,321                 | 0.71926           | 1.8253  | YES    |
| A2.12.21   |                            |        |  | <del></del>           |                |               |  |                |                       |                   |         |        |
| A2.12.12   |                            |        |  |                       |                |               |  |                |                       | 0                 |         |        |
| A 2.1.3.1.1 P.4 Design (Specials)+10 criticals/Depatch/TN(days) Design 7.07 4.3 1.0 1.23.552 2.355881 0.4450 YES P.4 Design (Specials)+2-10 criticals/Depatch/TN(days) Design 7.07 4.3 1.0 1.23.552 2.355881 0.4450 YES P.4 Design (Specials)+3-10 criticals/Depatch/TN(days) Design 6.50 4 1.0 1.0 1.23.552 2.355881 0.4450 YES P.4 Design (Specials)+3-10 criticals/Depatch/TN(days) Design 6.50 4 1.0 1.0 1.0 1.0 1.0 1.0 1.0 1.0 1.0 1.0   |                            |        |  | _                     |                |               |  |                |                       |                   |         |        |
| A 2.1.3.1.2 P.4 Design (Specials)-10 circuits/Nach Dispatch/TN(days) P.4 Design (Specials)-10 circuits/Nach Dispatch/TN(days) P.5 Design (Specials)-10 circuits/Nach Dispatch/TN(days) P.5 Design (Specials)-10 circuits/Nach Dispatch/TN(days) P.5 PA (PA) PSA/-10 circuits/Nach Dispatch/TN(days) P.6 PA (PA) PSA/-10 circuits/Nach Dispatch/TN(days) P.7 PA (PA) PSA/-10 circuits/PSA/-10 circuits/PSA/-10 circuits/PSA/-10 circuits/PSA/-10 circuits/PSA/-10 circuits/PSA/-10 circuits/PSA/-10 cir |                            |        |  |                       |                |               | 11.00  | 1              |                       | 23.55861          | 0.4450  | YES    |
| A2.13.2.1   P-4   Design (Specials)>=10 circuits/Dispatch/TN(days)   Design   B.50   4     5.000   |                            |        |  |                       |                |               |  |                |                       |                   | 000     |        |
| A2.13.22   P-4   Design (Specials)>=10 circuits/Non-Dispatch/TN(days)   PBX  |                            |        |  |                       |                |               |  |                |                       |                   |         |        |
| A2.1.4.1.1   P-4   PBX/c10 circus/No-patch/TN(days)   PBX   21.53   60   17.687   N-2.4.14.12   P4   PBX/c-10 circus/No-patch/TN(days)   PBX   4.73   147   23.00   1   10.653   10.68887   1.7093   NO   A2.1.4.2   P4   PBX/c-10 circus/No-patch/TN(days)   PBX   0.33   1   0.000   1   0.633   0.68887   1.7093   NO   A2.1.5.1   P4   Centres/-10 circus/No-plaseth/TN(days)   PBX   0.66   19   3.00   1   0.633   0.64626   3.6143   NO   A2.1.5.1   P4   Centres/-10 circus/No-plaseth/TN(days)   Centrex   8.06   212   13.087   NO   A2.1.5.1   P4   Centres/-10 circus/No-plaseth/TN(days)   Centrex   1.70   555   3.522   N-2.1.5.2   P4   Centres/-910 circus/No-plaseth/TN(days)   Centrex   26.69   13   21.527   NO   NO   NO   NO   NO   NO   NO   N   |                            | P-4    |  |                       |                |               |  |                |                       |                   |         |        |
| A2.14.12   | A.2.1.4.1.1                | P-4    |  |                       | 21.53          | 60            |  |                | 17.687                |                   |         |        |
| A2.14.22   | A.2.1.4.1.2                | P-4    |  | PBX                   | 4.73           | 147           | 23.00  | 1              | 10.653                | 10.68887          | -1.7093 | NO     |
| A.2.1.5.1.1 A.2.1.5.1.2 P.4. Centrex/<-1.0 circuits/Dispatch/TM(days) P.4. Centrex/<-1.0 circuits/Dispatch/TM(days) P.4. Centrex/<-1.0 circuits/Dispatch/TM(days) P.4. Centrex/>-1.0 circuits/Dispatch/TM(days) P.4. ISDN/-1.0 circuits/Pacility/TM(days) P.4. Residence/-1.0 ci  | A.2.1.4.2.1                | P-4    | PBX/>=10 circuits/Dispatch/TN(days)                                | PBX                   | 0.33           | 1             |  |                | 0.000                 |                   |         |        |
| A2.15.12   | A.2.1.4.2.2                | P-4    | PBX/>=10 circuits/Non-Dispatch/TN(days)                            | PBX                   | 0.66           | 19            | 3.00   | 1              | 0.630                 | 0.64626           | -3.6143 | NO     |
| A 2.1.5.2.1 P.4 Centrex/3-10 circuits/Dispatch/TN(days) A 2.1.5.2.1 P.4 Centrex/3-10 circuits/Non-Dispatch/TN(days) A 2.1.5.1.1 P.4 ISDN/-10 circuits/Non-Dispatch/TN(days) A 2.1.6.1.1 P.4 ISDN/-10 circuits/Dispatch/TN(days) A 2.1.6.1.2 P.4 ISDN/-10 circuits/Dispatch/TN(days) BISN 32.09 884 27.737 BISN 32.09 884 27.737 BISN 32.09 884 27.737 BISN 32.09 884 27.737 BISN 32.09 884 37.0000 BISN 32.09 884 47.0000 BISN 32.000 BISN 32.0000 BISN 32.00000 BISN 32.00000 BISN 32.00000 BISN 32.00000 BISN 32.000000 BISN 32.000000000000000000000000000000000000   | A.2.1.5.1.1                |        | Centrex/<10 circuits/Dispatch/TN(days)                             | Centrex               | 8.06           |               |  |                |                       |                   |         |        |
| A2.15.2.1  | A.2.1.5.1.2                |        |  | Centrex               |                | 555           |  |                |                       |                   |         |        |
| A2.16.1.1  |                            |        |  | Centrex               |                |               |  |                |                       |                   |         |        |
| A.2.1.6.2.1 P-4 ISDN/=10 circuits/Non-Dispatch/TN(days) A.2.1.6.2.2 P-4 ISDN/=10 circuits/Sipatch/TN(days) A.2.1.6.2.2 P-4 ISDN/=10 circuits/Sipatch/TN(days) A.2.1.6.2.2 P-4 ISDN/=10 circuits/Sipatch/TN(days) BISDN A.2.1.6.2.2 P-4 ISDN/=10 circuits/Sipatch/TN(days) A.2.1.6.2.2 P-4 ISDN/=10 circuits/Sipatch/TN(days) BISDN A.2.2.1.1.1 P-1 Residence/<10 circuits/Facility/TN(days) A.2.2.1.1.2 P-1 Residence/<10 circuits/Facility/TN(days) A.2.2.1.1.3 P-1 Residence/<10 circuits/Facility/TN(days) A.2.2.1.2 P-1 Residence/<10 circuits/Facility/TN(days) A.2.2.1.2 P-1 Residence/<10 circuits/Facility/TN(days) A.2.2.1.2 P-1 Residence/> A.2.2.1.3 P-1 Residence/> A.2.2.1.4 P-1 Residence/> A.2.2.1.5 P-1 Residence/ A.2.2.1.5 P-1 Residence/> A.2.2.1.5 P-1 Residence/ A.2.2.1.5 P-1 Residenc  |                            |        |  |                       |                |               |  |                |                       |                   |         |        |
| A.2.1.6.2.1 P.4 ISDN/s=10 circuits/Dispatch/TN(days) A.2.1.6.2.2 P.4 ISDN/s=10 circuits/Non-Dispatch/TN(days)  Hold Orders  A.2.2.1.1.1 P.1 Residence/c10 circuits/Equipment/TN(days)  A.2.2.1.1.2 P.1 Residence/c10 circuits/Equipment/TN(days)  A.2.2.1.1.3 P.1 Residence/c10 circuits/Equipment/TN(days)  Res 0.00 0 0.00 0 11.20 11.201 11.20  |                            |        |  |                       |                |               |  |                |                       |                   |         |        |
| A2.1.6.2.2   P-4   |                            |        |  |                       |                |               | 2.60   | 5              |                       | 3.10177           | -0.0682 | YES    |
| ### Held Orders  A.2.2.1.1.1 P-1 Residence/<10 circuits/Facility/TN(days)  A.2.2.1.2 P-1 Residence/<10 circuits/Equipment/TN(days)  A.2.2.1.3 P-1 Residence/<10 circuits/Equipment/TN(days)  A.2.2.1.1 P-1 Residence/<10 circuits/Equipment/TN(days)  A.2.2.1.2 P-1 Residence/<10 circuits/Equipment/TN(days)  A.2.2.1.2 P-1 Residence/<10 circuits/Equipment/TN(days)  A.2.2.1.2 P-1 Residence/=10 circuits/Equipment/TN(days)  A.2.2.1.2 P-1 Residence/=10 circuits/Equipment/TN(days)  A.2.2.1.2 P-1 Residence/=10 circuits/Equipment/TN(days)  A.2.2.1.2 P-1 Residence/=10 circuits/Equipment/TN(days)  A.2.2.1.2 P-1 Business/<10 circuits/Equipment/TN(days)  Bus P.0.0 0 0  |                            |        |  |                       |                |               |  |                |                       |                   |         |        |
| Residence/<10 circuits/Facility/TN(days)   Res   11.21   149   1.00   1   11.204   11.24174   0.9086   YES   | A.2.1.6.2.2                | P-4    | ISDN/>=10 circuits/Non-Dispatch/TN(days)                           | ISDN                  | 3.54           | 11            |  |                | 3.523                 |                   |         |        |
| A2.2.1.1.2       P-1       Residence/<10 circuits/Equipment/TN(days)   |                            |        |  | _                     |                |               |  |                |                       |                   |         |        |
| A2.2.1.3   P-1   Residence/<10 circuits/Other/TN(days)   Res   14.36   14   0.00   0   13.420   YES  |                            |        |  |                       |                |               |  |                | 11.204                | 11.24174          | 0.9086  |        |
| A2.2.1.2.1   P-1   Residence/>=10 circuits/Facility/TN(days)   Res   0.00   0   0   0   0   0   0   0   0  |                            |        |  |                       |                |               |  |                |                       |                   |         |        |
| A2.2.1.2.2   P-1   Residence/>=10 circuits/Equipment/TN(days)   Res   0.00   0   0   0   0   0   0   0   0   |                            |        |  |                       |                |               | 0.00   | 0              | 13.420                |                   |         | YES    |
| A2.2.1.2.3   P-1   Residence/>=10 circuits/Other/TN(days)   Res   0.00   0   0.00   0   5.792   YES  |                            |        |  | _                     |                |               |  |                |                       |                   |         |        |
| A2.2.2.1.1 P-1 Business/<10 circuits/Facility/TN(days) A2.2.2.1.2 P-1 Business/<10 circuits/Equipment/TN(days) Bus 0.00 0 |                            |        |  |                       |                |               | ļ  |                | 1                     |                   |         |        |
| A2.2.2.1.2   P-1   Business/<10 circuits/Equipment/TN(days)   Bus   9.00   0   0.00   0   0   8.888   YES  |                            |        |  | <del></del>           |                |               | <b></b>  |                |                       |                   |         |        |
| A.2.2.2.1.3 P-1 Business/<10 circuits/Other/TN(days)  A.2.2.2.2.2 P-1 Business/>=10 circuits/Facility/TN(days)  A.2.2.2.2 P-1 Business/>=10 circuits/Equipment/TN(days)  A.2.2.2.3 P-1 Business/>=10 circuits/Cother/TN(days)  A.2.2.3.1.1 P-1 Design (Specials)/<10 circuits/Facility/TN(days)  Bus  0.00  0  1.3.75  Bus  0.00  0  1.3.75  Bus  0.00  0  1.3.75  Bus  0.00  0  0  1.3.75  Bus  0.00  0  0  1.3.75  Bus  0.00  0  1.3.75  Bus  0.00  0  1.3.75  Bus  0.00  0  1.3.75  Bus  0.00  0  1.3.75  0  0  0  0  0  0  0  0  0  0  0  0  0  |                            |        |  |                       |                |               |  |                | 5.792                 |                   |         |        |
| A.2.2.2.1 P-1 Business/>=10 circuits/Facility/TN(days)  A.2.2.2.2 P-1 Business/>=10 circuits/Equipment/TN(days)  Bus  0.00  0  Bus  0.00  0  13.003  YES  A.2.2.3.1.1 P-1 Design (Specials)/<10 circuits/Facility/TN(days)  A.2.2.3.1.2 P-1 Design (Specials)/<10 circuits/Cher/TN(days)  A.2.3.3.1 P-1 Design (Specials)/<10 circuits/Other/TN(days)  A.2.3.3.2 P-1 Design (Specials)/=10 circuits/Cher/TN(days)  A.2.3.3.2 P-1 Design (Specials)/=10 circuits/Cher/TN(days)  A.2.3.3.2 P-1 Design (Specials)/=10 circuits/Equipment/TN(days)  Design   |                            |        |  |                       |                |               |  |                | 0.000                 |                   |         |        |
| A.2.2.2.2       P-1       Business/>=10 circuits/Equipment/TN(days)       Bus       0.00       0       0.00       0       0.00       0       1.00       0       1.00       0       1.00       0       1.00       0       1.00       0       0.00 <td></td> <td></td> <td></td> <td><del></del></td> <td></td> <td></td> <td>0.00</td> <td>U</td> <td>8.888</td> <td></td> <td></td> <td>YES</td>  |                            |        |  | <del></del>           |                |               | 0.00   | U              | 8.888                 |                   |         | YES    |
| A.2.2.2.3       P-1       Business/>=10 circuits/Other/TN(days)       Bus       0.00       0       13.75       8       0.00       0       13.003       YES         A.2.2.3.1.2       P-1       Design (Specials)/<10 circuits/Equipment/TN(days)   |                            |        |  |                       |                |               | <del>                                     </del> |                | +                     | -                 |         |        |
| A.2.2.3.1.1       P-1       Design (Specials)/<10 circuits/Facility/TN(days)   |                            |        |  | <del></del>           |                |               | <del>                                     </del> |                | +                     | -                 |         |        |
| A.2.2.3.1.2       P-1       Design (Specials)/<10 circuits/Equipment/TN(days)  |                            |        |  |                       |                |               | 0.00   | 0              | 12.000                |                   |         | VEC    |
| A.2.2.3.1.3 P-1 Design (Specials)/<10 circuits/Other/TN(days)  A.2.3.2.1 P-1 Design (Specials)/>=10 circuits/Edility/TN(days)  Design (Specials)/>=10 circuits/Edility/TN(days)  Design (Specials)/>=10 circuits/Equipment/TN(days)  |                            |        |  |                       |                |               |  |                | 13.003                | -                 |         |        |
| A.2.3.2.1 P-1 Design (Specials)/>=10 circuits/Facility/TN(days)  A.2.3.2.2 P-1 Design (Specials)/>=10 circuits/Equipment/TN(days)  A.2.3.2.3 P-1 Design (Specials)/>=10 circuits/Cother/TN(days)  Design 0.00 0  Design 0.00 0  Design 0.00 0  Design 0.00 0   |                            |        |  |                       |                |               |  |                | 00.040                | 60.00657          | 0.7040  |        |
| A.2.2.3.2.2 P-1 Design (Specials)/>=10 circuits/Equipment/TN(days)  A.2.2.3.2.3 P-1 Design (Specials)/>=10 circuits/Cother/TN(days)  Design 0.00 0  Design 0.00 0  Design 0.00 0   |                            |        |  |                       |                |               | ∠1.00  | 11             | 63.642                | 68.03637          | 0.7643  | TES    |
| A.2.2.3.2.3 P-1 Design (Specials)/>=10 circuits/Other/TN(days) Design 0.00 0   |                            |        |  |                       |                |               | <del>                                     </del> |                | +                     |                   |         |        |
|  |                            |        |  |                       |                |               | + +  |                | +                     | -                 |         |        |
|  | A.2.2.3.2.3<br>A.2.2.4.1.1 | P-1    | PBX/<10 circuits/Facility/TN(days)                                 | PBX                   | 0.00           | 0             | 0.00   | 0              | +                     | -                 |         | YES    |

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|                            | Tennessee, July 2001   | Benchmark /<br>Analog    | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore | Equity     |
|----------------------------|--|--------------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|------------|
| A.2.2.4.1.2                | P-1 PBX/<10 circuits/Equipment/TN(days)  | PBX                      | 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES        |
| A.2.2.4.1.2<br>A.2.2.4.1.3 | P-1 PBX/<10 circuits/Equipment/TN(days) P-1 PBX/<10 circuits/Other/TN(days)        | PBX                      | 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES        |
| A.2.2.4.2.1                | P-1 PBX/>=10 circuits/Facility/TN(days)  | PBX                      | 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES        |
| A.2.2.4.2.2                | P-1 PBX/>=10 circuits/Equipment/TN(days)   | PBX                      | 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES        |
| A.2.2.4.2.3                | P-1 PBX/>=10 circuits/Other/TN(days)   | PBX                      | 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES        |
| A.2.2.5.1.1                | P-1 Centrex/<10 circuits/Facility/TN(days)   | Centrex                  | 0.00           | 0             |                 |                |                       |                   |        |            |
| A.2.2.5.1.2                | P-1 Centrex/<10 circuits/Equipment/TN(days)  | Centrex                  | 0.00           | 0             |                 |                |                       |                   |        |            |
| A.2.2.5.1.3                | P-1 Centrex/<10 circuits/Other/TN(days)  | Centrex                  | 0.00           | 0             |                 |                |                       |                   |        |            |
| A.2.2.5.2.1                | P-1 Centrex/>=10 circuits/Facility/TN(days)  | Centrex                  | 0.00           | 0             |                 |                |                       |                   |        |            |
| A.2.2.5.2.2                | P-1 Centrex/>=10 circuits/Equipment/TN(days)                                       | Centrex                  | 0.00           | 0             |                 |                |                       |                   |        |            |
| A.2.2.5.2.3                | P-1 Centrex/>=10 circuits/Other/TN(days) P-1 ISDN/<10 circuits/Facility/TN(days)   | Centrex                  | 0.00           | 0             | 2.00            |                | 404.000               |                   |        | VEO        |
| A.2.2.6.1.1                |  | ISDN                     | 91.57          | 14<br>0       | 0.00            | 0              | 134.683               |                   |        | YES<br>YES |
| A.2.2.6.1.2<br>A.2.2.6.1.3 | P-1   ISDN/<10 circuits/Equipment/TN(days) P-1   ISDN/<10 circuits/Other/TN(days)  | ISDN<br>ISDN             | 0.00<br>14.00  | 1             | 0.00            | 0              | 0.000                 |                   |        | YES        |
| A.2.2.6.1.3<br>A.2.2.6.2.1 | P-1 ISDN/<10 circuits/Other/TN(days) P-1 ISDN/>=10 circuits/Facility/TN(days)      | ISDN                     | 0.00           | 0             | 0.00            | U              | 0.000                 |                   |        | YES        |
| A.2.2.6.2.1<br>A.2.2.6.2.2 | P-1 ISDN/>=10 circuits/Facility/TN(days) P-1 ISDN/>=10 circuits/Equipment/TN(days) | ISDN                     | 0.00           | 0             |                 |                |                       |                   |        |            |
| A.2.2.6.2.3                | P-1 ISDN/>=10 circuits/Other/TN(days)  | ISDN                     | 0.00           | 0             |                 |                |                       |                   |        |            |
| A.2.2.0.2.3                | % Jeopardies - Mechanized  | IODIV                    | 0.00           | U             | Į Į             |                |                       |                   |        |            |
| A.2.4.1                    | P-2 Residence/TN(%)  | Res                      | 0.47%          | 270,761       | 0.21%           | 11,535         |                       | 0.00065           | 4.0587 | YES        |
| A.2.4.2                    | P-2 Business/TN(%)   | Bus                      | 1.73%          | 20,473        | 0.58%           | 344            |                       | 0.00709           | 1.6195 | YES        |
| A.2.4.3                    | P-2 Design (Specials)/TN(%)  | Design                   | 37.18%         | 2,020         | 0.00%           | 155            |                       | 0.04028           | 9.2300 | YES        |
| A.2.4.4                    | P-2 PBX/TN(%)  | PBX                      | 4.64%          | 237           | 0.00%           | 1              |                       | 0.21082           | 0.2202 | YES        |
| A.2.4.5                    | P-2 Centrex/TN(%)  | Centrex                  | 4.10%          | 804           |                 |                |                       |                   |        |            |
| A.2.4.6                    | P-2 ISDN/TN(%)   | ISDN                     | 6.40%          | 1,874         | 0.00%           | 5              |                       | 0.10963           | 0.5841 | YES        |
|                            | % Jeopardies - Non-Mechanized  |                          |                |               |                 |                |                       |                   |        |            |
| A.2.5.1                    | P-2 Residence/TN(%)  | Diagnostic               |                |               | 0.96%           | 104            |                       |                   |        | Diagnostic |
| A.2.5.2                    | P-2 Business/TN(%)   | Diagnostic               |                |               | 1.69%           | 59             |                       |                   |        | Diagnostic |
| A.2.5.3                    | P-2 Design (Specials)/TN(%)  | Diagnostic               |                |               | 33.33%          | 3              |                       |                   |        | Diagnostic |
| A.2.5.4                    | P-2 PBX/TN(%)  | Diagnostic               |                |               | 20.00%          | 5              |                       |                   |        | Diagnostic |
| A.2.5.5                    | P-2 Centrex/TN(%)  | Diagnostic               |                |               |                 |                |                       |                   |        | Diagnostic |
| A.2.5.6                    | P-2 ISDN/TN(%)   | Diagnostic               |                |               | 0.00%           | 9              |                       |                   |        | Diagnostic |
|                            | Average Jeopardy Notice Interval - Mechanized                                      |                          |                |               |                 |                |                       |                   |        |            |
| A.2.7.1                    | P-2 Residence/TN(hours)  | >= 48 hrs                |                |               | 220.00          | 24             |                       |                   |        | YES        |
| A.2.7.2                    | P-2 Business/TN(hours)   | >= 48 hrs                |                |               | 192.00          | 2              |                       |                   |        | YES        |
| A.2.7.3                    | P-2 Design (Specials)/TN(hours)  | >= 48 hrs                |                |               |                 |                |                       |                   |        |            |
| A.2.7.4                    | P-2 PBX/TN(hours)  | >= 48 hrs                |                |               |                 |                |                       |                   |        |            |
| A.2.7.5                    | P-2 Centrex/TN(hours)  | >= 48 hrs                |                |               |                 |                |                       |                   |        |            |
| A.2.7.6                    | P-2 ISDN/TN(hours)   | >= 48 hrs                |                |               |                 |                |                       |                   |        |            |
| A.2.8.1                    | Average Jeopardy Notice Interval - Non-Mechanized P-2 Residence/TN(hours)          | Diagnostia               |                |               | 24.00           | 1              |                       |                   |        | Diagnostic |
| A.2.8.2                    | P-2 Residence (N(nours)  | Diagnostic<br>Diagnostic |                |               | 120.00          | 1              |                       |                   |        | Diagnostic |
| A.2.8.3                    | P-2 Design (Specials)/TN(hours)  | Diagnostic               |                |               | 24.00           | 1              |                       |                   |        | Diagnostic |
| A.2.8.4                    | P-2 PBX/TN(hours)  | Diagnostic               |                |               | 672.00          | 1              |                       |                   |        | Diagnostic |
| A.2.8.5                    | P-2 Centrex/TN(hours)  | Diagnostic               |                |               | 072.00          |                |                       |                   |        | Diagnostic |
| A.2.8.6                    | P-2 ISDN/TN(hours)   | Diagnostic               |                |               |                 |                |                       |                   |        | Diagnostic |
|                            | % Jeopardy Notice >= 48 hours - Mechanized   |                          |                |               |                 |                |                       |                   |        |            |
| A.2.9.1                    | P-2 Residence/TN(%)  | 95% >= 48 hrs            |                |               |                 |                |                       |                   |        |            |
| A.2.9.2                    | P-2 Business/TN(%)   | 95% >= 48 hrs            |                |               | 100.00%         | 1              |                       |                   |        | YES        |
| A.2.9.3                    | P-2 Design (Specials)/TN(%)  | 95% >= 48 hrs            |                |               |                 |                |                       |                   |        |            |
| A.2.9.4                    | P-2 PBX/TN(%)  | 95% >= 48 hrs            |                |               |                 |                |                       |                   |        |            |
| A.2.9.5                    | P-2 Centrex/TN(%)  | 95% >= 48 hrs            |                |               |                 |                |                       |                   |        |            |
| A.2.9.6                    | P-2  ISDN/TN(%)  | 95% >= 48 hrs            |                |               |                 |                |                       |                   |        |            |
|                            | % Jeopardy Notice >= 48 hours - Non-Mechanized                                     |                          |                |               |                 |                |                       |                   |        |            |
| A.2.10.1                   | P-2 Residence/TN(%)  | Diagnostic               |                |               | 100.00%         | 22             |                       |                   |        | Diagnostic |
| A.2.10.2                   | P-2 Business/TN(%)   | Diagnostic               |                |               | 100.00%         | 11             |                       |                   |        | Diagnostic |
| A.2.10.3                   | P-2 Design (Specials)/TN(%)  | Diagnostic               |                |               |                 |                |                       |                   |        | Diagnostic |
| A.2.10.4                   | P-2 PBX/TN(%)  | Diagnostic               |                |               |                 |                |                       |                   |        | Diagnostic |
|                            |  |                          |                |               |                 |                |                       |                   |        |            |

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| •        | remessee, duly 2001  | Analog             | Measure        | Volume     | Measure | Volume | Deviation | Error    | ZScore   | Equity      |
|----------|--|--------------------|----------------|------------|---------|--------|-----------|----------|--|-------------|
|          | <del>_</del>   | -                  |                |            |         |        |           |          |  |             |
|          | P-2 Centrex/TN(%)  | Diagnostic         |                |            |         |        |           | السلسا   |  | Diagnostic  |
| .6 P     | P-2 ISDN/TN(%)   | Diagnostic         |                |            |         |        |           |          |  | Diagnostic  |
| %        | % Missed Installation Appointments   |                    |                |            |         |        |           |          |  |             |
| .1.1.1 P | P-3 Residence/<10 circuits/Dispatch/TN(%)  | Res                | 10.04%         | 15,651     | 5.35%   | 505    |           | 0.01359  | 3.4529   | YES         |
|          | P-3 Residence/<10 circuits/Non-Dispatch/TN(%)  | Res                | 0.06%          | 254,591    | 0.09%   | 11,193 |           | 0.00024  | -1.2772  | YES         |
|          | P-3 Residence/>=10 circuits/Dispatch/TN(%)   | Res                | 27.78%         | 18         |         |        |           |          |  |             |
|          | P-3 Residence/>=10 circuits/Non-Dispatch/TN(%)   | Res                |                |            |         |        |           |          | L  |             |
|          | P-3 Business/<10 circuits/Dispatch/TN(%)   | Bus                | 3.31%          | 8,044      | 2.94%   | 102    |           | 0.01782  | 0.2052   | YES         |
|          | P-3 Business/<10 circuits/Non-Dispatch/TN(%)   | Bus                | 0.06%          | 12,264     | 0.34%   | 298    |           | 0.00140  | -1.9888  | NO          |
|          | P-3 Business/>=10 circuits/Dispatch/TN(%)  | Bus                | 4.05%          | 74         |         |        |           | <b> </b> |  |             |
| _        | P-3 Business/>=10 circuits/Non-Dispatch/TN(%) P-3 Design (Specials)/<10 circuits/Dispatch/TN(%)            | Bus                | 0.00%          | 2<br>1,710 | 0.00%   | 155    |           | 0.01750  | 0.0000   | YES         |
|          | P-3 Design (Specials)/<10 circuits/Dispatch/TN(%) P-3 Design (Specials)/<10 circuits/Non-Dispatch/TN(%)    | Design             | 4.56%<br>4.65% | 43         | 0.00%   | 155    |           | 0.01750  | 2.6062<br>0.2183                                 | YES         |
|          | P-3 Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)  P-3 Design (Specials)/>=10 circuits/Dispatch/TN(%) | Design             | 0.00%          | 43         | 0.00%   | 1      |           | 0.21303  | 0.2183   | YES         |
|          | P-3 Design (Specials)/>=10 circuits/Dispatch/TN(%) P-3 Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)  | Design<br>Design   | 0.00%          | 4          |         |        |           |          | <del> </del>                                     | -           |
|          | P-3   PBX/<10 circuits/Dispatch/TN(%)  | PBX                | 5.00%          | 60         |         |        |           | <b> </b> | <del>                                     </del> | <del></del> |
|          | P-3 PBX/<10 circuits/bispatch/TN(%)  | PBX                | 1.91%          | 157        | 25.00%  | 4      |           | 0.06932  | -3.3308  | NO          |
|          | P-3 PBX/>=10 circuits/Dispatch/TN(%)   | PBX                | 0.00%          | 1          | 20.0070 | -      |           | 0.00002  | 0.0000   | 110         |
|          | P-3 PBX/>=10 circuits/Non-Dispatch/TN(%)   | PBX                | 0.00%          | 20         | 0.00%   | 2      |           | 0.00000  | <del>                                     </del> | YES         |
|          | P-3 Centrex/<10 circuits/Dispatch/TN(%)  | Centrex            | 5.58%          | 215        | 0.0070  |        |           | 3.00000  | <del>                                     </del> | 1.25        |
|          | P-3 Centrex/<10 circuits/Non-Dispatch/TN(%)  | Centrex            | 0.00%          | 560        |         |        |           |          |  |             |
|          | P-3 Centrex/>=10 circuits/Dispatch/TN(%)   | Centrex            | 21.43%         | 14         |         |        |           |          |  |             |
|          | P-3 Centrex/>=10 circuits/Non-Dispatch/TN(%)   | Centrex            | 0.00%          | 27         |         |        |           | 1        |  |             |
|          | P-3 ISDN/<10 circuits/Dispatch/TN(%)   | ISDN               | 2.79%          | 896        | 0.00%   | 3      |           | 0.09524  | 0.2930   | YES         |
|          | P-3 ISDN/<10 circuits/Non-Dispatch/TN(%)   | ISDN               | 0.22%          | 891        | 0.00%   | 11     |           | 0.01436  | 0.1563   | YES         |
| .6.2.1 P | P-3 ISDN/>=10 circuits/Dispatch/TN(%)  | ISDN               | 0.00%          | 3          |         |        |           |          |  |             |
| .6.2.2 P | P-3 ISDN/>=10 circuits/Non-Dispatch/TN(%)  | ISDN               | 8.33%          | 12         |         |        |           |          |  |             |
| 9/       | % Provisioning Troubles within 30 Days   | _                  |                |            |         |        |           |          |  |             |
|          | P-9 Residence/<10 circuits/Dispatch/TN(%)  | Res                | 8.64%          | 15,854     | 10.00%  | 510    |           | 0.01264  | -1.0802  | YES         |
|          | P-9 Residence/<10 circuits/Non-Dispatch/TN(%)  | Res                | 3.38%          | 264,953    | 4.07%   | 10,982 |           | 0.00176  | -3.9211  | NO          |
|          | P-9 Residence/>=10 circuits/Dispatch/TN(%)   | Res                | 0.00%          | 11         |         |        |           |          |  |             |
|          | P-9 Residence/>=10 circuits/Non-Dispatch/TN(%)   | Res                | 0.00%          | 3          |         |        |           | 1        |  |             |
| 2.1.1 P  | P-9 Business/<10 circuits/Dispatch/TN(%)   | Bus                | 4.28%          | 8,271      | 8.93%   | 112    |           | 0.01925  | -2.4143  | NO          |
| 2.1.2 P  | P-9 Business/<10 circuits/Non-Dispatch/TN(%)   | Bus                | 3.76%          | 14,242     | 6.19%   | 307    |           | 0.01097  | -2.2177  | NO          |
| 2.2.1 P  | P-9 Business/>=10 circuits/Dispatch/TN(%)  | Bus                | 10.00%         | 80         | 0.00%   | 3      |           | 0.17642  | 0.5668   | YES         |
|          | P-9 Business/>=10 circuits/Non-Dispatch/TN(%)  | Bus                | 0.00%          | 13         | 0.00%   | 1      |           | 0.00000  |  | YES         |
|          | P-9 Design (Specials)/<10 circuits/Dispatch/TN(%)  | Design             | 4.42%          | 1,990      | 0.00%   | 7      |           | 0.07784  | 0.5681   | YES         |
|          | P-9 Design (Specials)/<10 circuits/Non-Dispatch/TN(%)  | Design             | 0.13%          | 753        | 0.00%   | 46     |           | 0.00553  | 0.2401   | YES         |
|          | P-9 Design (Specials)/>=10 circuits/Dispatch/TN(%)   | Design             | 0.00%          | 6          |         |        |           |          | <b></b>  | <del></del> |
|          | P-9 Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)   | Design             | 0.00%          | 14         | 0.00%   | 1      |           | 0.00000  | <b></b>  | YES         |
|          | P-9 PBX/<10 circuits/Dispatch/TN(%)  | PBX                | 4.08%          | 49         | 0.000/  | _      |           | 0.00000  |  | 1/50        |
|          | P-9 PBX/<10 circuits/Non-Dispatch/TN(%)  | PBX                | 0.00%          | 147        | 0.00%   | 7      |           | 0.00000  | <del></del>                                      | YES         |
|          | P-9 PBX/>=10 circuits/Dispatch/TN(%) P-9 PBX/>=10 circuits/Non-Dispatch/TN(%)                              | PBX                | 0.000/         | 29         |         |        |           | <b></b>  | <b></b>  | <b></b>     |
|          | P-9 PBX/>=10 circuits/Non-Dispatch/TN(%) P-9 Centrex/<10 circuits/Dispatch/TN(%)                           | PBX                | 0.00%<br>1.87% | 29         |         |        |           |          | <del> </del>                                     | <del></del> |
|          | P-9 Centrex/<10 circuits/Dispatch/TN(%) P-9 Centrex/<10 circuits/Non-Dispatch/TN(%)                        | Centrex<br>Centrex | 0.00%          | 588        | 0.00%   | 2      |           | 0.00000  | <del> </del>                                     | YES         |
|          | P-9   Centrex/>=10 circuits/Dispatch/TN(%)   | Centrex            | 12.50%         | 16         | 0.00%   | 2      |           | 0.00000  | -  | 1123        |
|          | P-9 Centrex/>=10 circuits/Non-Dispatch/TN(%)   | Centrex            | 0.00%          | 39         |         |        |           |          | <del>                                     </del> |             |
|          | P-9 ISDN/<10 circuits/Dispatch/TN(%)   | ISDN               | 0.00%          | 730        | 0.00%   | 4      |           | 0.00000  | <del> </del>                                     | YES         |
|          | P-9 ISDN/<10 circuits/Non-Dispatch/TN(%)   | ISDN               | 0.00%          | 494        | 0.00%   | 16     |           | 0.00000  | <del>                                     </del> | YES         |
|          | P-9 ISDN/>=10 circuits/Dispatch/TN(%)  | ISDN               | 0.0070         |            | 0.0070  |        |           | 0.00000  |  |             |
|          | P-9 ISDN/>=10 circuits/Non-Dispatch/TN(%)  | ISDN               | 0.00%          | 1          |         |        |           |          |  |             |
|          | Average Completion Notice Interval - Mechanized  | =                  | -              |            |         |        |           |          |  |             |
|          | P-5 Residence/<10 circuits/Dispatch/TN(hours)  | Res                | 1.63           | 11.020     | 0.14    | 403    | 15.877    | 0.80523  | 1.8413   | YES         |
|          | P-5 Residence/<10 circuits/Non-Dispatch/TN(hours)  | Res                | 1.33           | 194,005    | 0.75    | 9,672  | 6.525     | 0.06798  | 8.4976   | YES         |
|          | P-5 Residence/>=10 circuits/Noir-Dispatch/TN(hours)  | Res                | 0.50           | 14         | 0.70    | 5,012  | 0.781     | 3.007.00 | 0.4070   | 1.20        |
|          | P-5 Residence/>=10 circuits/Non-Dispatch/TN(hours)   | Res                | 0.00           | ·          | 1       |        | 5.701     |          | <b>†</b>   | t           |
|          | P-5 Business/<10 circuits/Dispatch/TN(hours)   | Bus                | 3.19           | 3,149      | 0.32    | 70     | 17.454    | 2.10920  | 1.3612   | YES         |
|          | P-5 Business/<10 circuits/Non-Dispatch/TN(hours)   | Bus                | 1.61           | 8,574      | 0.72    | 151    | 10.529    | 0.86435  | 1.0302   | YES         |
|          |  | -                  |                |            |         |        | •         |          |  |             |

Benchmark /

BST

BST

CLEC

CLEC

Standard Standard

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|              |         | seese July 2004  | Donal mad / | DOT     | DOT    | 01.50   | 01.50  | 0         |           |         |            |
|--------------|---------|--|-------------|---------|--------|---------|--------|-----------|-----------|---------|------------|
|              | renn    | essee, July 2001                                       | Benchmark / | BST     | BST    | CLEC    | CLEC   | Standard  | Standard  |         |            |
|              |         |  | Analog      | Measure | Volume | Measure | Volume | Deviation | Error     | ZScore  | Equity     |
| A.2.14.2.2.1 | P-5     | Business/>=10 circuits/Dispatch/TN(hours)              | Bus         | 2.95    | 52     |         |        | 7.818     | 1         |         |            |
| A.2.14.2.2.2 | P-5     | Business/>=10 circuits/Non-Dispatch/TN(hours)          | Bus         | 0.42    | 1      |         |        | 0.000     |           |         |            |
| A.2.14.3.1.1 | P-5     | Design (Specials)/<10 circuits/Dispatch/TN(hours)      | Design      | 117.12  | 1,194  |         |        | 279.680   |           |         |            |
| A.2.14.3.1.2 | P-5     | Design (Specials)/<10 circuits/Non-Dispatch/TN(hours)  | Design      | 42.83   | 39     | 1       |        | 92.099    |           |         |            |
| A.2.14.3.2.1 | P-5     | Design (Specials)/>=10 circuits/Dispatch/TN(hours)     | Design      | 18.78   | 4      | 1       |        | 13.101    |           |         |            |
| A.2.14.3.2.2 | P-5     | Design (Specials)/>=10 circuits/Non-Dispatch/TN(hours) | Design      | 10.10   | ·      | 1       |        | 10.101    |           |         |            |
| A.2.14.4.1.1 | P-5     | PBX/<10 circuits/Dispatch/TN(hours)                    | PBX         | 119.27  | 38     |         |        | 99.454    |           |         |            |
| A.2.14.4.1.2 | P-5     | PBX/<10 circuits/Non-Dispatch/TN(hours)                | PBX         | 36.14   | 110    | 0.00    | 1      | 170.794   | 171.56868 | 0.2106  | YES        |
| A.2.14.4.2.1 | P-5     | PBX/>=10 circuits/Dispatch/TN(hours)                   | PBX         |         |        |         |        |           |           |         |            |
| A.2.14.4.2.2 | P-5     | PBX/>=10 circuits/Non-Dispatch/TN(hours)               | PBX         | 0.57    | 17     |         |        | 0.232     |           |         |            |
| A.2.14.5.1.1 | P-5     | Centrex/<10 circuits/Dispatch/TN(hours)                | Centrex     | 2.56    | 132    |         |        | 10.117    |           |         |            |
| A.2.14.5.1.2 | P-5     | Centrex/<10 circuits/Non-Dispatch/TN(hours)            | Centrex     | 2.33    | 347    |         |        | 19.967    |           |         |            |
| A.2.14.5.2.1 | P-5     | Centrex/>=10 circuits/Dispatch/TN(hours)               | Centrex     | 0.31    | 9      |         |        | 0.794     |           |         |            |
| A.2.14.5.2.2 | P-5     | Centrex/>=10 circuits/Non-Dispatch/TN(hours)           | Centrex     | 0.60    | 18     |         |        | 0.254     |           |         |            |
| A.2.14.6.1.1 | P-5     | ISDN/<10 circuits/Dispatch/TN(hours)                   | ISDN        | 196.79  | 488    |         |        | 342.425   |           |         |            |
| A.2.14.6.1.2 | P-5     | ISDN/<10 circuits/Non-Dispatch/TN(hours)               | ISDN        | 6.92    | 357    | 150.48  | 1      | 56.947    | 57.02650  | -2.5175 | NO         |
| A.2.14.6.2.1 | P-5     | ISDN/>=10 circuits/Dispatch/TN(hours)                  | ISDN        | 0.01    | 3      |         |        | 0.012     |           |         |            |
| A.2.14.6.2.2 | P-5     | ISDN/>=10 circuits/Non-Dispatch/TN(hours)              | ISDN        | 0.82    | 10     |         |        | 0.213     |           |         |            |
|              | Averag  | ge Completion Notice Interval - Non-Mechanized         |             |         |        |         |        |           |           |         |            |
| A.2.15.1.1.1 | P-5     | Residence/<10 circuits/Dispatch/TN(hours)              | Diagnostic  |         |        | 23.23   | 21     |           |           |         | Diagnostic |
| A.2.15.1.1.2 | P-5     | Residence/<10 circuits/Non-Dispatch/TN(hours)          | Diagnostic  |         |        | 16.82   | 34     |           |           |         | Diagnostic |
| A.2.15.1.2.1 | P-5     | Residence/>=10 circuits/Dispatch/TN(hours)             | Diagnostic  |         |        | 10.02   | 0-1    |           |           |         | Diagnostic |
| A.2.15.1.2.2 | P-5     | Residence/>=10 circuits/Non-Dispatch/TN(hours)         | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.15.2.1.1 | P-5     | Business/<10 circuits/Dispatch/TN(hours)               | Diagnostic  |         |        | 21.49   | 9      |           |           |         | Diagnostic |
| A.2.15.2.1.2 | P-5     | Business/<10 circuits/Non-Dispatch/TN(hours)           | Diagnostic  |         |        | 15.80   | 62     |           |           |         | Diagnostic |
| A.2.15.2.2.1 | P-5     | Business/>=10 circuits/Dispatch/TN(hours)              | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.15.2.2.2 | P-5     | Business/>=10 circuits/Non-Dispatch/TN(hours)          | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.15.3.1.1 | P-5     | Design (Specials)/<10 circuits/Dispatch/TN(hours)      | Diagnostic  |         |        | 48.07   | 4      |           |           |         | Diagnostic |
| A.2.15.3.1.2 | P-5     | Design (Specials)/<10 circuits/Non-Dispatch/TN(hours)  | Diagnostic  |         |        | 21.50   | 1      |           |           |         | Diagnostic |
| A.2.15.3.2.1 | P-5     | Design (Specials)/>=10 circuits/Dispatch/TN(hours)     | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.15.3.2.2 | P-5     | Design (Specials)/>=10 circuits/Non-Dispatch/TN(hours) | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.15.4.1.1 | P-5     | PBX/<10 circuits/Dispatch/TN(hours)                    | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.15.4.1.2 | P-5     | PBX/<10 circuits/Non-Dispatch/TN(hours)                | Diagnostic  |         |        | 68.87   | 1      |           |           |         | Diagnostic |
| A.2.15.4.2.1 | P-5     | PBX/>=10 circuits/Dispatch/TN(hours)                   | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.15.4.2.2 | P-5     | PBX/>=10 circuits/Non-Dispatch/TN(hours)               | Diagnostic  |         |        | 14.00   | 1      |           |           |         | Diagnostic |
| A.2.15.5.1.1 | P-5     | Centrex/<10 circuits/Dispatch/TN(hours)                | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.15.5.1.2 | P-5     | Centrex/<10 circuits/Non-Dispatch/TN(hours)            | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.15.5.2.1 | P-5     | Centrex/>=10 circuits/Dispatch/TN(hours)               | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.15.5.2.2 | P-5     | Centrex/>=10 circuits/Non-Dispatch/TN(hours)           | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.15.6.1.1 | P-5     | ISDN/<10 circuits/Dispatch/TN(hours)                   | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.15.6.1.2 | P-5     | ISDN/<10 circuits/Non-Dispatch/TN(hours)               | Diagnostic  |         |        | 30.98   | 8      |           |           |         | Diagnostic |
| A.2.15.6.2.1 | P-5     | ISDN/>=10 circuits/Dispatch/TN(hours)                  | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.15.6.2.2 | P-5     | ISDN/>=10 circuits/Non-Dispatch/TN(hours)              | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
|              | Total S | Service Order Cycle Time - Mechanized                  |             |         |        |         |        |           |           |         |            |
| A.2.17.1.1.1 | P-10    | Residence/<10 circuits/Dispatch/TN(days)               | Diagnostic  |         |        | 5.42    | 359    |           |           |         | Diagnostic |
| A.2.17.1.1.2 | P-10    | Residence/<10 circuits/Non-Dispatch/TN(days)           | Diagnostic  |         |        | 0.79    | 9,156  |           |           |         | Diagnostic |
| A.2.17.1.2.1 | P-10    | Residence/>=10 circuits/Dispatch/TN(days)              | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.17.1.2.2 | P-10    | Residence/>=10 circuits/Non-Dispatch/TN(days)          | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.17.2.1.1 | P-10    | Business/<10 circuits/Dispatch/TN(days)                | Diagnostic  |         |        | 2.03    | 43     |           |           |         | Diagnostic |
| A.2.17.2.1.2 | P-10    | Business/<10 circuits/Non-Dispatch/TN(days)            | Diagnostic  |         |        | 0.90    | 64     |           |           |         | Diagnostic |
| A.2.17.2.2.1 | P-10    | Business/>=10 circuits/Dispatch/TN(days)               | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.17.2.2.2 | P-10    | Business/>=10 circuits/Non-Dispatch/TN(days)           | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.17.3.1.1 | P-10    | Design (Specials)/<10 circuits/Dispatch/TN(days)       | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.17.3.1.2 | P-10    | Design (Specials)/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.17.3.2.1 | P-10    | Design (Specials)/>=10 circuits/Dispatch/TN(days)      | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.17.3.2.2 | P-10    | Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.17.4.1.1 | P-10    | PBX/<10 circuits/Dispatch/TN(days)                     | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.17.4.1.2 | P-10    | PBX/<10 circuits/Non-Dispatch/TN(days)                 | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |
| A.2.17.4.2.1 | P-10    | PBX/>=10 circuits/Dispatch/TN(days)                    | Diagnostic  |         |        |         |        |           |           |         | Diagnostic |

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|                              |  | Analog                   | Measure | Volume | Measure | Volume | Deviation | Error | ZScore | Equity                   |
|------------------------------|--|--------------------------|---------|--------|---------|--------|-----------|-------|--------|--------------------------|
| A.2.17.4.2.2                 | P-10 PBX/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.17.5.1.1                 | P-10 Centrex/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.17.5.1.2                 | P-10 Centrex/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.17.5.2.1                 | P-10 Centrex/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.17.5.2.2                 | P-10 Centrex/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.17.6.1.1                 | P-10 ISDN/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.17.6.1.2                 | P-10 ISDN/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.17.6.2.1                 | P-10 ISDN/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.17.6.2.2                 | P-10   ISDN/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.18.1.1.1                 | Total Service Order Cycle Time - Partially Mechanized  P-10 Residence/<10 circuits/Dispatch/TN(days) | Diagnostic               |         |        | 4.73    | 41     |           |       |        | Diagnostic               |
| A.2.18.1.1.2                 | P-10 Residence/<10 circuits/Dispatch/TN(days) P-10 Residence/<10 circuits/Non-Dispatch/TN(days)      | Diagnostic<br>Diagnostic |         |        | 1.65    | 912    |           |       |        | Diagnostic               |
| A.2.18.1.2.1                 | P-10 Residence/<10 circuits/Noir-Dispatch/TN(days) P-10 Residence/>=10 circuits/Dispatch/TN(days)    | Diagnostic               |         |        | 1.05    | 912    |           |       |        | Diagnostic               |
| A.2.18.1.2.2                 | P-10 Residence/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.18.2.1.1                 | P-10 Business/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        | 3.07    | 19     |           |       |        | Diagnostic               |
| A.2.18.2.1.2                 | P-10 Business/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        | 1.42    | 50     |           |       |        | Diagnostic               |
| A.2.18.2.2.1                 | P-10 Business/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.18.2.2.2                 | P-10 Business/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.18.3.1.1                 | P-10 Design (Specials)/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.18.3.1.2                 | P-10 Design (Specials)/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.18.3.2.1                 | P-10 Design (Specials)/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.18.3.2.2                 | P-10 Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.18.4.1.1                 | P-10 PBX/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.18.4.1.2                 | P-10 PBX/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.18.4.2.1                 | P-10 PBX/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |       |        | Diagnostic<br>Diagnostic |
| A.2.18.4.2.2<br>A.2.18.5.1.1 | P-10 PBX/>=10 circuits/Non-Dispatch/TN(days) P-10 Centrex/<10 circuits/Dispatch/TN(days)             | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.18.5.1.1<br>A.2.18.5.1.2 | P-10 Centrex/<10 circuits/Dispatch/TN(days)  P-10 Centrex/<10 circuits/Non-Dispatch/TN(days)         | Diagnostic<br>Diagnostic |         |        |         |        |           |       |        | Diagnostic               |
| A.2.18.5.2.1                 | P-10 Centrex/>=10 circuits/Noiribispatch/TN(days)  | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.18.5.2.2                 | P-10 Centrex/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.18.6.1.1                 | P-10 ISDN/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.18.6.1.2                 | P-10 ISDN/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        | 12.00   | 1      |           |       |        | Diagnostic               |
| A.2.18.6.2.1                 | P-10 ISDN/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.18.6.2.2                 | P-10 ISDN/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
|                              | Total Service Order Cycle Time - Non-Mechanized  |                          |         |        |         |        |           |       |        |                          |
| A.2.19.1.1.1                 | P-10 Residence/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        | 5.00    | 17     |           |       |        | Diagnostic               |
| A.2.19.1.1.2                 | P-10 Residence/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        | 3.11    | 27     |           |       |        | Diagnostic               |
| A.2.19.1.2.1                 | P-10 Residence/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.19.1.2.2                 | P-10 Residence/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.19.2.1.1                 | P-10 Business/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        | 5.83    | 6      |           |       |        | Diagnostic               |
| A.2.19.2.1.2                 | P-10 Business/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        | 4.28    | 40     |           |       |        | Diagnostic               |
| A.2.19.2.2.1<br>A.2.19.2.2.2 | P-10 Business/>=10 circuits/Dispatch/TN(days) P-10 Business/>=10 circuits/Non-Dispatch/TN(days)      | Diagnostic<br>Diagnostic |         |        |         |        |           |       |        | Diagnostic<br>Diagnostic |
| A.2.19.2.2.2<br>A.2.19.3.1.1 | P-10 Design (Specials)/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.19.3.1.1<br>A.2.19.3.1.2 | P-10 Design (Specials)/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.19.3.2.1                 | P-10 Design (Specials)/>=10 circuits/Non-bispatch/TN(days)   | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.19.3.2.2                 | P-10 Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.19.4.1.1                 | P-10 PBX/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.19.4.1.2                 | P-10 PBX/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        | 25.00   | 1      |           |       |        | Diagnostic               |
| A.2.19.4.2.1                 | P-10 PBX/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.19.4.2.2                 | P-10 PBX/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         | -      |           |       |        | Diagnostic               |
| A.2.19.5.1.1                 | P-10 Centrex/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.19.5.1.2                 | P-10 Centrex/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.19.5.2.1                 | P-10 Centrex/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.19.5.2.2                 | P-10 Centrex/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| A.2.19.6.1.1<br>A.2.19.6.1.2 | P-10 ISDN/<10 circuits/Dispatch/TN(days) P-10 ISDN/<10 circuits/Non-Dispatch/TN(days)                | Diagnostic               |         |        | 5.25    | 4      |           |       |        | Diagnostic<br>Diagnostic |
| A.2.19.6.1.2<br>A.2.19.6.2.1 | P-10 ISDN/<10 circuits/Non-Dispatch/TN(days) P-10 ISDN/>=10 circuits/Dispatch/TN(days)               | Diagnostic<br>Diagnostic |         |        | 5.∠5    | 4      |           |       |        | Diagnostic               |
| A.2.19.6.2.1<br>A.2.19.6.2.2 | P-10 ISDN/>=10 circuits/Dispatch/TN(days) P-10 ISDN/>=10 circuits/Non-Dispatch/TN(days)              | Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
|                              |  | 2.4910000                |         |        |         |        |           |       |        | 2.49.100110              |

Benchmark /

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CLEC

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Standard Standard

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|                              | Tennessee, July 2001   | Benchmark /              | BST     | BST    | CLEC         | CLEC         | Standard  | Standard |        |                          |
|------------------------------|--|--------------------------|---------|--------|--------------|--------------|-----------|----------|--------|--------------------------|
|                              | 70/m00000, 0 u.y 2001  | Analog                   | Measure | Volume | Measure      | Volume       | Deviation | Error    | ZScore | Equity                   |
|                              |  |                          |         |        |              |              |           |          |        |                          |
| 1001111                      | Total Service Order Cycle Time (offered) - Mechanized P-10 Residence/<10 circuits/Dispatch/TN(days)            | Diamontia                |         |        | 5.40         | 250          |           |          |        | Diamantia                |
| A.2.21.1.1.1<br>A.2.21.1.1.2 | P-10 Residence/<10 circuits/Dispatch/TN(days) P-10 Residence/<10 circuits/Non-Dispatch/TN(days)                | Diagnostic<br>Diagnostic |         |        | 5.42<br>0.87 | 352<br>3.791 |           |          |        | Diagnostic<br>Diagnostic |
| A.2.21.1.1.2<br>A.2.21.1.2.1 | P-10 Residence/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        | 0.67         | 3,791        |           |          |        | Diagnostic               |
| A.2.21.1.2.1<br>A.2.21.1.2.2 | P-10 Residence/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.21.2.1.1                 | P-10 Business/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        | 1.84         | 41           |           |          |        | Diagnostic               |
| A.2.21.2.1.2                 | P-10 Business/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        | 0.81         | 53           |           |          |        | Diagnostic               |
| A.2.21.2.2.1                 | P-10 Business/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.21.2.2.2                 | P-10 Business/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.21.3.1.1                 | P-10 Design (Specials)/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.21.3.1.2                 | P-10 Design (Specials)/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.21.3.2.1                 | P-10 Design (Specials)/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.21.3.2.2                 | P-10 Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.21.4.1.1                 | P-10 PBX/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.21.4.1.2                 | P-10 PBX/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.21.4.2.1                 | P-10 PBX/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.21.4.2.2                 | P-10 PBX/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.21.5.1.1                 | P-10 Centrex/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.21.5.1.2<br>A.2.21.5.2.1 | P-10 Centrex/<10 circuits/Non-Dispatch/TN(days) P-10 Centrex/>=10 circuits/Dispatch/TN(days)                   | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.21.5.2.1<br>A.2.21.5.2.2 | P-10 Centrex/>=10 circuits/Dispatch/TN(days) P-10 Centrex/>=10 circuits/Non-Dispatch/TN(days)                  | Diagnostic<br>Diagnostic |         |        |              |              |           |          |        | Diagnostic<br>Diagnostic |
| A.2.21.6.1.1                 | P-10 ISDN/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.21.6.1.1<br>A.2.21.6.1.2 | P-10 ISDN/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.21.6.2.1                 | P-10 ISDN/>=10 circuits/NoiPbispatch/TN(days)  | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.21.6.2.2                 | P-10 ISDN/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
|                              |  | 3                        |         |        |              |              |           |          |        |                          |
| A.2.22.1.1.1                 | Total Service Order Cycle Time (offered) - Partially Mechanized  P-10 Residence/<10 circuits/Dispatch/TN(days) | Di                       |         |        | 4.79         | 20           |           |          |        | Diseasetis               |
| A.2.22.1.1.1<br>A.2.22.1.1.2 | P-10 Residence/<10 circuits/Dispatch/TN(days) P-10 Residence/<10 circuits/Non-Dispatch/TN(days)                | Diagnostic               |         |        | 1.58         | 39<br>749    |           |          |        | Diagnostic<br>Diagnostic |
| A.2.22.1.1.2<br>A.2.22.1.2.1 | P-10 Residence/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic<br>Diagnostic |         |        | 1.50         | 749          |           |          |        | Diagnostic               |
| A.2.22.1.2.1<br>A.2.22.1.2.2 | P-10 Residence/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.22.2.1.1                 | P-10 Business/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        | 3.07         | 19           |           |          |        | Diagnostic               |
| A.2.22.2.1.2                 | P-10 Business/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        | 1.38         | 46           |           |          |        | Diagnostic               |
| A.2.22.2.1                   | P-10 Business/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.22.2.2.2                 | P-10 Business/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.22.3.1.1                 | P-10 Design (Specials)/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.22.3.1.2                 | P-10 Design (Specials)/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.22.3.2.1                 | P-10 Design (Specials)/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.22.3.2.2                 | P-10 Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.22.4.1.1                 | P-10 PBX/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.22.4.1.2                 | P-10 PBX/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.22.4.2.1                 | P-10 PBX/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.22.4.2.2                 | P-10 PBX/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.22.5.1.1                 | P-10 Centrex/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.22.5.1.2                 | P-10 Centrex/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.22.5.2.1<br>A.2.22.5.2.2 | P-10 Centrex/>=10 circuits/Dispatch/TN(days) P-10 Centrex/>=10 circuits/Non-Dispatch/TN(days)                  | Diagnostic<br>Diagnostic |         |        |              |              |           |          |        | Diagnostic<br>Diagnostic |
| A.2.22.5.2.2<br>A.2.22.6.1.1 | P-10   Centrex/>=10 circuits/Non-Dispatch/TN(days)   P-10   ISDN/<10 circuits/Dispatch/TN(days)                | Diagnostic               |         |        | +            |              |           |          |        | Diagnostic               |
| A.2.22.6.1.1<br>A.2.22.6.1.2 | P-10 ISDN/<10 circuits/Dispatch/TN(days) P-10 ISDN/<10 circuits/Non-Dispatch/TN(days)                          | Diagnostic               |         |        | 12.00        | 1            |           |          |        | Diagnostic               |
| A.2.22.6.1.2<br>A.2.22.6.2.1 | P-10 ISDN/>=10 circuits/NoiPbispatch/TN(days)  | Diagnostic               |         |        | 12.00        | <u> </u>     |           |          |        | Diagnostic               |
| A.2.22.6.2.1<br>A.2.22.6.2.2 | P-10 ISDN/>=10 circuits/bispatch/TN(days)  | Diagnostic               |         |        | 1            |              |           |          |        | Diagnostic               |
|                              |  |                          |         |        |              |              |           |          |        | . 5                      |
| A.2.23.1.1.1                 | Total Service Order Cycle Time (offered) - Non-Mechanized P-10 Residence/<10 circuits/Dispatch/TN(days)        | Diagnostic               |         |        | 5.00         | 17           |           |          |        | Diagnostic               |
| A.2.23.1.1.1<br>A.2.23.1.1.2 | P-10   Residence/<10 circuits/Dispatch/TN(days) P-10   Residence/<10 circuits/Non-Dispatch/TN(days)            | Diagnostic               |         |        | 3.26         | 23           |           |          |        | Diagnostic               |
| A.2.23.1.1.2<br>A.2.23.1.2.1 | P-10 Residence/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        | 3.20         | 23           |           |          |        | Diagnostic               |
| A.2.23.1.2.1<br>A.2.23.1.2.2 | P-10   Residence/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.23.1.2.2<br>A.2.23.2.1.1 | P-10 Business/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        | 6.00         | 5            |           |          |        | Diagnostic               |
| A.2.23.2.1.1                 | P-10 Business/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        | 4.05         | 38           |           |          |        | Diagnostic               |
| A.2.23.2.2.1                 | P-10 Business/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
| A.2.23.2.2.2                 | P-10 Business/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |              |              |           |          |        | Diagnostic               |
|                              |  | -                        |         |        |              |              |           |          |        |                          |

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|                              | Tennessee, July 2001  | Benchmark /<br>Analog    | BST<br>Measure | BST<br>Volume  | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error  | ZScore             | Equity                   |
|------------------------------|---|--------------------------|----------------|----------------|-----------------|----------------|-----------------------|--------------------|--------------------|--------------------------|
| A.2.23.3.1.1                 | P-10 Design (Specials)/<10 circuits/Dispatch/TN(days)   | Diagnostic               |                |                |                 |                |                       |                    |                    | Diagnostic               |
| A.2.23.3.1.2                 | P-10 Design (Specials)/<10 circuits/Non-Dispatch/TN(days)                                     | Diagnostic               |                |                |                 |                |                       |                    |                    | Diagnostic               |
| A.2.23.3.2.1                 | P-10 Design (Specials)/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |                |                |                 |                |                       |                    |                    | Diagnostic               |
| A.2.23.3.2.2                 | P-10 Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)                                    | Diagnostic               |                |                |                 |                |                       |                    |                    | Diagnostic               |
| A.2.23.4.1.1                 | P-10 PBX/<10 circuits/Dispatch/TN(days)   | Diagnostic               |                |                |                 |                |                       |                    |                    | Diagnostic               |
| A.2.23.4.1.2                 | P-10 PBX/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |                |                | 25.00           | 1              |                       |                    |                    | Diagnostic               |
| A.2.23.4.2.1                 | P-10 PBX/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |                |                |                 |                |                       |                    |                    | Diagnostic               |
| A.2.23.4.2.2                 | P-10 PBX/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |                |                |                 |                |                       |                    |                    | Diagnostic               |
| A.2.23.5.1.1                 | P-10 Centrex/<10 circuits/Dispatch/TN(days)   | Diagnostic               |                |                |                 |                |                       |                    |                    | Diagnostic               |
| A.2.23.5.1.2<br>A.2.23.5.2.1 | P-10 Centrex/<10 circuits/Non-Dispatch/TN(days) P-10 Centrex/>=10 circuits/Dispatch/TN(days)  | Diagnostic<br>Diagnostic |                |                |                 |                |                       |                    |                    | Diagnostic<br>Diagnostic |
| A.2.23.5.2.1<br>A.2.23.5.2.2 | P-10 Centrex/>=10 circuits/Dispatch/TN(days) P-10 Centrex/>=10 circuits/Non-Dispatch/TN(days) | Diagnostic               |                |                |                 |                |                       |                    |                    | Diagnostic               |
| A.2.23.6.1.1                 | P-10 ISDN/<10 circuits/Dispatch/TN(days)  | Diagnostic               |                |                |                 |                |                       |                    |                    | Diagnostic               |
| A.2.23.6.1.2                 | P-10 ISDN/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |                |                | 5.25            | 4              |                       |                    |                    | Diagnostic               |
| A.2.23.6.2.1                 | P-10 ISDN/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |                |                | 0.20            | •              |                       |                    |                    | Diagnostic               |
| A.2.23.6.2.2                 | P-10 ISDN/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |                |                |                 |                |                       |                    |                    | Diagnostic               |
|                              | Service Order Accuracy  | <u>-</u>                 |                |                |                 |                |                       |                    |                    |                          |
| A.2.25.1.1.1                 | P-11 Residence/<10 circuits/Dispatch/TN(%)  | >= 95%                   |                |                | 100.00%         | 2              |                       |                    |                    | YES                      |
| A.2.25.1.1.2                 | P-11 Residence/<10 circuits/Non-Dispatch/TN(%)  | >= 95%                   |                |                | 86.67%          | 135            |                       |                    |                    | NO                       |
| A.2.25.1.2.1                 | P-11 Residence/>=10 circuits/Dispatch/TN(%)   | >= 95%                   |                |                |                 |                |                       |                    |                    |                          |
| A.2.25.1.2.2                 | P-11 Residence/>=10 circuits/Non-Dispatch/TN(%)   | >= 95%                   |                |                | 0.00%           | 1              |                       |                    |                    | NO                       |
| A.2.25.2.1.1                 | P-11 Business/<10 circuits/Dispatch/TN(%)   | >= 95%                   |                |                | 57.14%          | 7              |                       |                    |                    | NO                       |
| A.2.25.2.1.2                 | P-11 Business/<10 circuits/Non-Dispatch/TN(%)   | >= 95%                   |                |                | 86.29%          | 124            |                       |                    |                    | NO                       |
| A.2.25.2.2.1                 | P-11 Business/>=10 circuits/Dispatch/TN(%)  | >= 95%                   |                |                | 100.00%         | 1              |                       |                    |                    | YES                      |
| A.2.25.2.2.2                 | P-11 Business/>=10 circuits/Non-Dispatch/TN(%)  | >= 95%                   |                |                | 0.00%           | 1              |                       |                    |                    | NO                       |
| A.2.25.3.1.1                 | P-11 Design (Specials)/<10 circuits/Dispatch/TN(%)  | >= 95%                   |                |                | 66.67%          | 3              |                       |                    |                    | NO                       |
| A.2.25.3.1.2                 | P-11 Design (Specials)/<10 circuits/Non-Dispatch/TN(%)  | >= 95%                   |                |                | 100.00%         | 11             |                       |                    |                    | YES                      |
| A.2.25.3.2.1                 | P-11 Design (Specials)/>=10 circuits/Dispatch/TN(%)   | >= 95%                   |                |                |                 |                |                       |                    |                    |                          |
| A.2.25.3.2.2                 | P-11 Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)                                       | >= 95%                   |                |                |                 |                |                       |                    |                    |                          |
|                              | Resale - Maintenance and Repair   |                          |                |                |                 |                |                       |                    |                    |                          |
|                              | Missed Repair Appointments  | i                        |                |                | ,               |                |                       |                    | 1                  |                          |
| A.3.1.1.1                    | M&R-1 Residence/Dispatch/TN(%)  | Res                      | 8.44%          | 39,141         | 5.65%           | 761            |                       | 0.01017            | 2.7385             | YES                      |
| A.3.1.1.2                    | M&R-1 Residence/Non-Dispatch/TN(%)  | Res                      | 1.55%          | 21,709         | 0.92%           | 218            |                       | 0.00840            | 0.7502             | YES                      |
| A.3.1.2.1                    | M&R-1 Business/Dispatch/TN(%)   | Bus                      | 7.24%          | 5,884<br>2.437 | 10.42%          | 144            |                       | 0.02186            | -1.4533<br>-1.3044 | YES<br>YES               |
| A.3.1.2.2                    | M&R-1 Business/Non-Dispatch/TN(%) M&R-1 Design (Specials)/Dispatch/TN(%)                      | Bus                      | 3.28%<br>1.42% | 1,194          | 6.82%<br>10.00% | 44<br>10       |                       | 0.02710<br>0.03762 | -1.3044            | YES<br>NO                |
| A.3.1.3.1<br>A.3.1.3.2       | M&R-1 Design (Specials)/Dispatch/TN(%) M&R-1 Design (Specials)/Non-Dispatch/TN(%)             | Design                   | 0.49%          | 1,194          | 0.00%           | 3              |                       | 0.03762            | 0.1215             | YES                      |
| A.3.1.4.1                    | M&R-1 PBX/Dispatch/TN(%)  | Design<br>PBX            | 26.32%         | 1,222          | 0.00%           | <u> </u>       |                       | 0.45179            | 0.1215             | YES                      |
| A.3.1.4.2                    | M&R-1 PBX/Non-Dispatch/TN(%)  | PBX                      | 6.67%          | 30             | 0.00%           | 1              |                       | 0.45179            | 0.2629             | YES                      |
| A.3.1.5.1                    | M&R-1 Centrex/Dispatch/TN(%)  | Centrex                  | 8.45%          | 355            | 0.00%           | 2              |                       | 0.19723            | 0.4285             | YES                      |
| A.3.1.5.2                    | M&R-1 Centrex/Non-Dispatch/TN(%)  | Centrex                  | 4.29%          | 233            | 0.0070          |                |                       | 0.10720            | 0.4200             | 120                      |
| A.3.1.6.1                    | M&R-1 ISDN/Dispatch/TN(%)   | ISDN                     | 14.40%         | 507            | 20.00%          | 5              |                       | 0.15778            | -0.3550            | YES                      |
| A.3.1.6.2                    | M&R-1 ISDN/Non-Dispatch/TN(%)   | ISDN                     | 3.04%          | 527            | 0.00%           | 1              |                       | 0.17174            | 0.1768             | YES                      |
|                              | Customer Trouble Report Rate  | l.                       |                | •              |                 |                |                       |                    |                    |                          |
| A.3.2.1.1                    | M&R-2   Residence/Dispatch/TN(%)  | Res                      | 1.99%          | 1,963,241      | 2.06%           | 36,903         |                       | 0.00074            | -0.9229            | YES                      |
| A.3.2.1.2                    | M&R-2 Residence/Non-Dispatch/TN(%)  | Res                      | 1.11%          | 1,963,241      | 0.59%           | 36,903         |                       | 0.00055            | 9.3216             | YES                      |
| A.3.2.2.1                    | M&R-2 Business/Dispatch/TN(%)   | Bus                      | 1.22%          | 481,663        | 1.28%           | 11,281         |                       | 0.00105            | -0.5213            | YES                      |
| A.3.2.2.2                    | M&R-2 Business/Non-Dispatch/TN(%)   | Bus                      | 0.51%          | 481,663        | 0.39%           | 11,281         |                       | 0.00068            | 1.7110             | YES                      |
| A.3.2.3.1                    | M&R-2 Design (Specials)/Dispatch/TN(%)  | Design                   | 0.32%          | 377,553        | 0.41%           | 2,413          |                       | 0.00115            | -0.8548            | YES                      |
| A.3.2.3.2                    | M&R-2 Design (Specials)/Non-Dispatch/TN(%)  | Design                   | 0.32%          | 377,553        | 0.12%           | 2,413          |                       | 0.00116            | 1.7157             | YES                      |
| A.3.2.4.1                    | M&R-2 PBX/Dispatch/TN(%)  | PBX                      | 0.03%          | 60,909         | 0.14%           | 690            |                       | 0.00068            | -1.6820            | NO                       |
| A.3.2.4.2                    | M&R-2 PBX/Non-Dispatch/TN(%)  | PBX                      | 0.05%          | 60,909         | 0.14%           | 690            |                       | 0.00085            | -1.1260            | YES                      |
| A.3.2.5.1                    | M&R-2 Centrex/Dispatch/TN(%)  | Centrex                  | 0.46%          | 77,371         | 0.75%           | 267            |                       | 0.00415            | -0.6989            | YES                      |
| A.3.2.5.2                    | M&R-2 Centrex/Non-Dispatch/TN(%)  | Centrex                  | 0.30%          | 77,371         | 0.00%           | 267            |                       | 0.00336            | 0.8952             | YES                      |
| A.3.2.6.1                    | M&R-2 ISDN/Dispatch/TN(%)   | ISDN                     | 1.69%          | 30,084         | 0.71%           | 705            |                       | 0.00495            | 1.9734             | YES                      |
| A.3.2.6.2                    | M&R-2 ISDN/Non-Dispatch/TN(%)   | ISDN                     | 1.75%          | 30,084         | 0.14%           | 705            |                       | 0.00504            | 3.1925             | YES                      |
|                              |   |                          |                |                |                 |                |                       |                    |                    |                          |

Maintenance Average Duration

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|           | Tennessee, July 2001                           | Benchmark /  | BST     | BST           | CLEC    | CLEC        | Standard  | Standard |           |        |
|-----------|--|--------------|---------|---------------|---------|-------------|-----------|----------|-----------|--------|
|           | , •  | Analog       | Measure | Volume        | Measure | Volume      | Deviation | Error    | ZScore    | Equity |
| A.3.3.1.1 | M&R-3 Residence/Dispatch/TN(hours)             | Res          | 36.37   | 39,141        | 32.27   | 761         | 28.776    | 1.05320  | 3.8932    | YES    |
| A.3.3.1.2 | M&R-3 Residence/Non-Dispatch/TN(hours)         | Res          | 15.96   | 21,709        | 8.21    | 218         | 20.408    | 1.38911  | 5.5766    | YES    |
| A.3.3.2.1 | M&R-3 Business/Dispatch/TN(hours)              | Bus          | 10.96   | 5,884         | 12.13   | 144         | 14.988    | 1.26418  | -0.9286   | YES    |
| A.3.3.2.2 | M&R-3 Business/Non-Dispatch/TN(hours)          | Bus          | 4.61    | 2,437         | 7.23    | 44          | 9.179     | 1.39622  | -1.8770   | NO     |
| A.3.3.3.1 | M&R-3 Design (Specials)/Dispatch/TN(hours)     | Design       | 5.00    | 1,194         | 9.91    | 10          | 30.498    | 9.68465  | -0.5076   | YES    |
| A.3.3.3.2 | M&R-3 Design (Specials)/Non-Dispatch/TN(hours) | Design       | 2.06    | 1,222         | 10.06   | 3           | 12.967    | 7.49540  | -1.0669   | YES    |
| A.3.3.4.1 | M&R-3 PBX/Dispatch/TN(hours)                   | PBX          | 31.03   | 19            | 23.62   | 1           | 44.859    | 46.02416 | 0.1610    | YES    |
| A.3.3.4.2 | M&R-3 PBX/Non-Dispatch/TN(hours)               | PBX          | 4.97    | 30            | 0.07    | 1           | 12.436    | 12.64126 | 0.3880    | YES    |
| A.3.3.5.1 | M&R-3 Centrex/Dispatch/TN(hours)               | Centrex      | 9.47    | 355           | 4.26    | 2           | 10.448    | 7.40849  | 0.7029    | YES    |
| A.3.3.5.2 | M&R-3 Centrex/Non-Dispatch/TN(hours)           | Centrex      | 5.54    | 233           |         |             | 9.294     |          |           |        |
| A.3.3.6.1 | M&R-3 ISDN/Dispatch/TN(hours)                  | ISDN         | 13.86   | 507           | 12.97   | 5           | 19.711    | 8.85821  | 0.1003    | YES    |
| A.3.3.6.2 | M&R-3   ISDN/Non-Dispatch/TN(hours)            | ISDN         | 3.81    | 527           | 6.85    | 1           | 8.908     | 8.91615  | -0.3414   | YES    |
|           | % Repeat Troubles within 30 Days               | _            |         |               |         |             |           |          |           |        |
| A.3.4.1.1 | M&R-4 Residence/Dispatch/TN(%)                 | Res          | 23.38%  | 39,141        | 16.69%  | 761         |           | 0.01549  | 4.3193    | YES    |
| A.3.4.1.2 | M&R-4 Residence/Non-Dispatch/TN(%)             | Res          | 20.07%  | 21,709        | 14.68%  | 218         |           | 0.02727  | 1.9790    | YES    |
| A.3.4.2.1 | M&R-4 Business/Dispatch/TN(%)                  | Bus          | 17.45%  | 5,884         | 11.81%  | 144         |           | 0.03202  | 1.7643    | YES    |
| A.3.4.2.2 | M&R-4 Business/Non-Dispatch/TN(%)              | Bus          | 14.94%  | 2,437         | 15.91%  | 44          |           | 0.05422  | -0.1794   | YES    |
| A.3.4.3.1 | M&R-4 Design (Specials)/Dispatch/TN(%)         | Design       | 42.63%  | 1,194         | 40.00%  | 10          |           | 0.15704  | 0.1675    | YES    |
| A.3.4.3.2 | M&R-4 Design (Specials)/Non-Dispatch/TN(%)     | Design       | 39.44%  | 1,222         | 33.33%  | 3           |           | 0.28251  | 0.2163    | YES    |
| A.3.4.4.1 | M&R-4 PBX/Dispatch/TN(%)                       | PBX          | 31.58%  | 19            | 100.00% | 1           |           | 0.47691  | -1.4347   | YES    |
| A.3.4.4.2 | M&R-4 PBX/Non-Dispatch/TN(%)                   | PBX          | 3.33%   | 30            | 0.00%   | 1           |           | 0.18247  | 0.1827    | YES    |
| A.3.4.5.1 | M&R-4   Centrex/Dispatch/TN(%)                 | Centrex      | 16.06%  | 355           | 50.00%  | 2           |           | 0.26033  | -1.3039   | YES    |
| A.3.4.5.2 | M&R-4   Centrex/Non-Dispatch/TN(%)             | Centrex      | 17.60%  | 233           |         |             |           |          |           |        |
| A.3.4.6.1 | M&R-4 ISDN/Dispatch/TN(%)                      | ISDN         | 35.70%  | 507           | 20.00%  | 5           |           | 0.21532  | 0.7292    | YES    |
| A.3.4.6.2 | M&R-4   ISDN/Non-Dispatch/TN(%)                | ISDN         | 34.91%  | 527           | 0.00%   | 11          |           | 0.47715  | 0.7317    | YES    |
|           | Out of Service > 24 hours                      | _            | -       |               |         |             |           |          |           |        |
| A.3.5.1.1 | M&R-5 Residence/Dispatch/TN(%)                 | Res          | 52.76%  | 25,989        | 47.05%  | 576         |           | 0.02103  | 2.7143    | YES    |
| A.3.5.1.2 | M&R-5 Residence/Non-Dispatch/TN(%)             | Res          | 30.61%  | 7,881         | 12.10%  | 124         |           | 0.04171  | 4.4374    | YES    |
| A.3.5.2.1 | M&R-5 Business/Dispatch/TN(%)                  | Bus          | 7.76%   | 3,466         | 8.25%   | 97          |           | 0.02754  | -0.1766   | YES    |
| A.3.5.2.2 | M&R-5 Business/Non-Dispatch/TN(%)              | Bus          | 2.72%   | 957           | 3.13%   | 32          |           | 0.02922  | -0.1397   | YES    |
| A.3.5.3.1 | M&R-5 Design (Specials)/Dispatch/TN(%)         | Design       | 1.42%   | 1,194         | 10.00%  | 10          |           | 0.03762  | -2.2797   | NO     |
| A.3.5.3.2 | M&R-5 Design (Specials)/Non-Dispatch/TN(%)     | Design       | 0.49%   | 1,222         | 0.00%   | 3           |           | 0.04041  | 0.1215    | YES    |
| A.3.5.4.1 | M&R-5 PBX/Dispatch/TN(%)                       | PBX          | 12.50%  | 8             |         |             |           |          |           |        |
| A.3.5.4.2 | M&R-5 PBX/Non-Dispatch/TN(%)                   | PBX          | 7.69%   | 13            | 0.00%   | 1           |           | 0.27653  | 0.2782    | YES    |
| A.3.5.5.1 | M&R-5 Centrex/Dispatch/TN(%)                   | Centrex      | 11.26%  | 231           | 0.00%   | 2           |           | 0.22444  | 0.5015    | YES    |
| A.3.5.5.2 | M&R-5 Centrex/Non-Dispatch/TN(%)               | Centrex      | 0.77%   | 130           |         |             |           |          |           |        |
| A.3.5.6.1 | M&R-5 ISDN/Dispatch/TN(%)                      | ISDN         | 14.46%  | 505           | 20.00%  | 5           |           | 0.15804  | -0.3508   | YES    |
| A.3.5.6.2 | M&R-5 ISDN/Non-Dispatch/TN(%)                  | ISDN         | 3.04%   | 526           | 0.00%   | 1           |           | 0.17190  | 0.1770    | YES    |
|           |  |              |         |               |         |             |           |          |           |        |
|           | Resale - Billing                               |              |         |               |         |             |           |          |           |        |
|           | Invoice Accuracy                               | _            |         |               |         |             |           |          |           |        |
| A.4.1     | B-1  TN(%)                                     | BST - State  | 98.80%  | \$197,272,640 | 99.61%  | \$2,283,142 |           | 0.00007  | -111.8181 | YES    |
|           | Mean Time to Deliver Invoices - CRIS           | 7            |         |               |         | . ===       |           |          |           | \/F0   |
| A.4.2     | B-2 Region(business days)                      | BST - Region | 5.04    | 1             | 3.47    | 1,763       |           |          |           | YES    |

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| Ten                           | nessee, July 2001  | Benchmark /<br>Analog | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore | Equity                   |
|-------------------------------|--|-----------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|--------------------------|
| Unbu                          | indled Network Elements - Ordering                                       |                       |                |               |                 |                |                       |                   |        |                          |
|                               | jected Service Requests - Mechanized                                     |                       |                |               |                 |                |                       |                   |        |                          |
| 70 Ke                         | Switch Ports/TN(%)   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| 0-7                           | Local Interoffice Transport/TN(%)  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| 0-7                           | Loop + Port Combinations/TN(%)   | Diagnostic            |                |               | 13.72%          | 2,587          |                       |                   |        | Diagnostic               |
| 0-7                           | Combo Other/TN(%)  | Diagnostic            |                |               |                 | -,             |                       |                   |        | Diagnostic               |
| O-7                           | xDSL (ADSL, HDSL and UCL)/TN(%)  | Diagnostic            |                |               | 12.90%          | 217            |                       |                   |        | Diagnostic               |
| O-7                           | ISDN Loop (UDN, UDC)/TN(%)   | Diagnostic            |                |               | 75.00%          | 16             |                       |                   |        | Diagnostic               |
| O-7                           | Line Sharing/TN(%)   | Diagnostic            |                |               | 0.00%           | 1              |                       |                   |        | Diagnostic               |
| 0-7                           | 2W Analog Loop Design/TN(%)  | Diagnostic            |                |               | 54.07%          | 172            |                       |                   |        | Diagnostic               |
| 0-7                           | 2W Analog Loop Non-Design/TN(%)  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| 0 <u>O-7</u>                  | 2W Analog Loop w/INP Design/TN(%)  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| 1 0-7                         | 2W Analog Loop w/INP Non-Design/TN(%)                                    | Diagnostic            |                |               | 00.000/         |                |                       |                   |        | Diagnostic               |
| 2 0-13                        | 2W Analog Loop w/LNP Design/TN(%)  | Diagnostic            |                |               | 66.67%          | 3              |                       |                   |        | Diagnostic               |
| 3 <u>O-13</u><br>4 <u>O-7</u> | 2W Analog Loop w/LNP Non-Design/TN(%) Other Design/TN(%)                 | Diagnostic Diagnostic |                |               | 27.40%          | 73             |                       |                   |        | Diagnostic<br>Diagnostic |
| 5 O-7                         | Other Non-Design/TN(%)   | Diagnostic            |                |               | 27.40%          | 73             |                       |                   |        | Diagnostic               |
| 6 O-7                         | INP Standalone/TN(%)   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| 7 O-13                        | LNP (Standalone)/TN(%)   | Diagnostic            |                |               | 7.53%           | 93             |                       |                   |        | Diagnostic               |
|                               | <u> </u>   |                       |                |               |                 |                |                       |                   |        |                          |
|                               | jected Service Requests - Partially Mechanized                           | Discount.             |                |               |                 |                |                       |                   |        | 5:                       |
| O-7<br>O-7                    | Switch Ports/TN(%)   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic<br>Diagnostic |
| 0-7                           | Local Interoffice Transport/TN(%) Loop + Port Combinations/TN(%)         | Diagnostic Diagnostic |                |               | 31.86%          | 1,952          |                       |                   |        | Diagnostic               |
| 0-7                           | Combo Other/TN(%)  | Diagnostic            |                |               | 31.00%          | 1,932          |                       |                   |        | Diagnostic               |
| 0-7                           | xDSL (ADSL, HDSL and UCL)/TN(%)  | Diagnostic            |                |               | 2.27%           | 44             |                       |                   |        | Diagnostic               |
| 0-7                           | ISDN Loop (UDN, UDC)/TN(%)   | Diagnostic            |                |               | 16.67%          | 36             |                       |                   |        | Diagnostic               |
| 0-7                           | Line Sharing/TN(%)   | Diagnostic            |                |               | 10.01 70        |                |                       |                   |        | Diagnostic               |
| 0-7                           | 2W Analog Loop Design/TN(%)  | Diagnostic            |                |               | 22.71%          | 414            |                       |                   |        | Diagnostic               |
| 0-7                           | 2W Analog Loop Non-Design/TN(%)  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| 0-7                           | 2W Analog Loop w/INP Design/TN(%)  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| 1 0-7                         | 2W Analog Loop w/INP Non-Design/TN(%)                                    | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| O-13                          | 2W Analog Loop w/LNP Design/TN(%)  | Diagnostic            |                |               | 32.56%          | 129            |                       |                   |        | Diagnostic               |
| 0-13                          | 2W Analog Loop w/LNP Non-Design/TN(%)                                    | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| 4 0-7                         | Other Design/TN(%)   | Diagnostic            |                |               | 38.24%          | 34             |                       |                   |        | Diagnostic               |
| 0-7                           | Other Non-Design/TN(%)   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| 6 <u>O-7</u><br>7 <u>O-13</u> | INP Standalone/TN(%) LNP (Standalone)/TN(%)                              | Diagnostic Diagnostic |                |               | 35.90%          | 78             |                       |                   |        | Diagnostic<br>Diagnostic |
|                               | jected Service Requests - Non-Mechanized                                 | Diagnostic            |                |               | 35.90%          | 70             |                       |                   |        | Diagnostic               |
| 0-7                           | Switch Ports/TN(%)   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| 0-7                           | Local Interoffice Transport/TN(%)  | Diagnostic            |                |               | 0.00%           | 2              |                       |                   |        | Diagnostic               |
| 0-7                           | Loop + Port Combinations/TN(%)   | Diagnostic            |                |               | 79.48%          | 268            |                       |                   |        | Diagnostic               |
| O-7                           | Combo Other/TN(%)  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| O-7                           | xDSL (ADSL, HDSL and UCL)/TN(%)  | Diagnostic            |                |               | 18.38%          | 272            |                       |                   |        | Diagnostic               |
| O-7                           | ISDN Loop (UDN, UDC)/TN(%)   | Diagnostic            |                |               | 7.14%           | 14             |                       |                   |        | Diagnostic               |
| O-7                           | Line Sharing/TN(%)   | Diagnostic            |                |               | 8.41%           | 107            |                       |                   |        | Diagnostic               |
| O-7                           | 2W Analog Loop Design/TN(%)  | Diagnostic            |                |               | 5.04%           | 139            |                       |                   |        | Diagnostic               |
| 0-7                           | 2W Analog Loop Non-Design/TN(%)  | Diagnostic            |                |               | 47.29%          | 573            |                       |                   |        | Diagnostic               |
| 0 0-7                         | 2W Analog Loop w/INP Design/TN(%)  | Diagnostic            |                |               | 30.77%          | 13             |                       |                   |        | Diagnostic               |
| 1 <u>O-7</u><br>2 <u>O-13</u> | 2W Analog Loop w/INP Non-Design/TN(%) 2W Analog Loop w/LNP Design/TN(%)  | Diagnostic            |                |               | 44.38%          | 498            |                       |                   |        | Diagnostic               |
| 2 O-13<br>3 O-13              | 2W Analog Loop w/LNP Design/TN(%)  2W Analog Loop w/LNP Non-Design/TN(%) | Diagnostic Diagnostic |                |               | 100.00%         | 498<br>1       |                       |                   |        | Diagnostic<br>Diagnostic |
| 4 O-13                        | Other Design/TN(%)   | Diagnostic            |                |               | 1.89%           | 159            |                       |                   |        | Diagnostic               |
| 5 O-7                         | Other Non-Design/TN(%)   | Diagnostic            |                |               | 1.03/0          | 108            |                       |                   |        | Diagnostic               |
| 6 O-7                         | INP Standalone/TN(%)   | Diagnostic            |                |               | 36.29%          | 609            |                       |                   |        | Diagnostic               |
| 7 O-13                        | LNP Standalone/TN(%)   | Diagnostic            |                |               | 27.32%          | 626            |                       |                   |        | Diagnostic               |
|                               | et Interval - Mechanized   | 9                     |                |               |                 |                |                       |                   |        |                          |

Reject Interval - Mechanized

|                      | Tennessee, July 2001  | Benchmark /                              | BST           | BST                                  | CLEC            | CLEC   | Standard  | Standard |        |        |
|----------------------|---|--|---------------|--------------------------------------|-----------------|--------|-----------|----------|--------|--------|
|                      |   | Analog                                   | Measure       | Volume                               | Measure         | Volume | Deviation | Error    | ZScore | Equity |
| B.1.4.1              | O-8 Switch Ports/TN(%)  | >= 97% w in 1 hr                         |               |                                      |                 |        |           |          |        | 1      |
| B.1.4.2              | O-8 Local Interoffice Transport/TN(%)   | >= 97% w in 1 hr                         |               |                                      |                 |        |           |          |        |        |
| B.1.4.3              | O-8 Loop + Port Combinations/TN(%)  | >= 97% w in 1 hr                         |               |                                      | 96.06%          | 355    |           |          |        | NO     |
| B.1.4.4              | O-8 Combo Other/TN(%)   | >= 97% w in 1 hr                         |               |                                      |                 |        |           |          |        |        |
| B.1.4.5              | O-8 xDSL (ADSL, HDSL and UCL)/TN(%)   | >= 97% w in 1 hr                         |               |                                      | 96.43%          | 28     |           |          |        | NO     |
| B.1.4.6              | O-8 ISDN Loop (UDN, UDC)/TN(%)  | >= 97% w in 1 hr                         |               |                                      | 100.00%         | 12     |           |          |        | YES    |
| B.1.4.7              | O-8 Line Sharing/TN(%)  | >= 97% w in 1 hr                         |               |                                      |                 |        |           |          |        |        |
| B.1.4.8              | O-8 2W Analog Loop Design/TN(%)   | >= 97% w in 1 hr                         |               |                                      | 94.62%          | 93     |           |          |        | NO     |
| B.1.4.9              | O-8 2W Analog Loop Non-Design/TN(%)   | >= 97% w in 1 hr                         |               |                                      |                 |        |           |          |        |        |
| B.1.4.10             | O-8 2W Analog Loop w/INP Design/TN(%)   | >= 97% w in 1 hr                         |               |                                      |                 |        |           |          |        |        |
| B.1.4.11<br>B.1.4.12 | O-8 2W Analog Loop w/INP Non-Design/TN(%) O-14 2W Analog Loop w/LNP Design/TN(%)  | >= 97% w in 1 hr<br>>= 97% w in 1 hr     |               |                                      | 100.00%         | 2      |           |          |        | YES    |
| B.1.4.12<br>B.1.4.13 | O-14 2W Analog Loop w/LNP Design/TN(%) O-14 2W Analog Loop w/LNP Non-Design/TN(%) | >= 97% w in 1 hr                         |               |                                      | 100.00%         |        |           |          |        | 150    |
| B.1.4.14             | O-8 Other Design/TN(%)  | >= 97% w in 1 hr                         |               |                                      | 85.00%          | 20     |           |          |        | NO     |
| B.1.4.15             | O-8 Other Non-Design/TN(%)  | >= 97% w in 1 hr                         |               |                                      | 00.0070         | 20     |           |          |        | 140    |
| B.1.4.16             | O-8 INP Standalone/TN(%)  | >= 97% w in 1 hr                         |               |                                      |                 |        |           |          |        |        |
| B.1.4.17             | O-14 LNP (Standalone)/TN(%)   | >= 97% w in 1 hr                         |               |                                      | 85.71%          | 7      |           |          |        | NO     |
|                      | Reject Interval - Partially Mechanized - 24 hours                                 |  |               |                                      |                 |        |           |          |        |        |
| B.1.5.1              | O-8 Switch Ports/TN(%)  | >= 85% w in 24 hrs                       | This data not | applicable after                     | 5-1-2001 see h  | elow   |           |          |        |        |
| B.1.5.2              | O-8 Local Interoffice Transport/TN(%)   | >= 85% w in 24 hrs                       |               | applicable after                     |                 |        |           |          |        |        |
| B.1.5.3              | O-8 Loop + Port Combinations/TN(%)  | >= 85% w in 24 hrs                       |               | applicable after                     |                 |        |           |          |        |        |
| B.1.5.4              | O-8 Combo Other/TN(%)   | >= 85% w in 24 hrs                       | This data not | applicable after                     | 5-1-2001, see b | elow   |           |          |        |        |
| B.1.5.5              | O-8 xDSL (ADSL, HDSL and UCL)/TN(%)   | >= 85% w in 24 hrs                       | This data not | applicable after                     | 5-1-2001, see b | elow   |           |          |        |        |
| B.1.5.6              | O-8 ISDN Loop (UDN, UDC)/TN(%)  | >= 85% w in 24 hrs                       |               | applicable after                     |                 |        |           |          |        |        |
| B.1.5.7              | O-8 Line Sharing/TN(%)  | >= 85% w in 24 hrs                       |               | applicable after                     |                 |        |           |          |        |        |
| B.1.5.8              | O-8 2W Analog Loop Design/TN(%)   | >= 85% w in 24 hrs                       |               | applicable after                     |                 |        |           |          |        |        |
| B.1.5.9              | O-8 2W Analog Loop Non-Design/TN(%)   | >= 85% w in 24 hrs                       |               | applicable after                     |                 |        |           |          |        |        |
| B.1.5.10             | O-8 2W Analog Loop w/INP Design/TN(%) O-8 2W Analog Loop w/INP Non-Design/TN(%)   | >= 85% w in 24 hrs                       |               | applicable after                     |                 |        |           |          |        |        |
| B.1.5.11<br>B.1.5.12 | O-14 2W Analog Loop w/LNP Design/TN(%)  | >= 85% w in 24 hrs<br>>= 85% w in 24 hrs |               | applicable after<br>applicable after |                 |        |           |          |        |        |
| B.1.5.12<br>B.1.5.13 | O-14 2W Analog Loop w/LNP Design/TN(%) O-14 2W Analog Loop w/LNP Non-Design/TN(%) | >= 85% w in 24 hrs                       |               | applicable after                     |                 |        |           |          |        |        |
| B.1.5.14             | O-8 Other Design/TN(%)  | >= 85% w in 24 hrs                       |               | applicable after                     |                 |        |           |          |        |        |
| B.1.5.15             | O-8 Other Non-Design/TN(%)  | >= 85% w in 24 hrs                       |               | applicable after                     |                 |        |           |          |        |        |
| B.1.5.16             | O-8 INP Standalone/TN(%)  | >= 85% w in 24 hrs                       |               | applicable after                     |                 |        |           |          |        |        |
| B.1.5.17             | O-14 LNP (Standalone)/TN(%)   | >= 85% w in 24 hrs                       |               | applicable after                     |                 |        |           |          |        |        |
|                      | Reject Interval - Partially Mechanized - 18 hours                                 |  |               |                                      |                 |        |           |          |        |        |
| B.1.6.1              | O-8 Switch Ports/TN(%)  | >= 85% w in 18 hrs                       |               |                                      |                 |        |           |          |        |        |
| B.1.6.2              | O-8 Local Interoffice Transport/TN(%)   | >= 85% w in 18 hrs                       |               |                                      |                 |        |           |          |        |        |
| B.1.6.3              | O-8 Loop + Port Combinations/TN(%)  | >= 85% w in 18 hrs                       |               |                                      | 96.95%          | 622    |           |          |        | YES    |
| B.1.6.4              | O-8 Combo Other/TN(%)   | >= 85% w in 18 hrs                       |               |                                      |                 |        |           |          |        |        |
| B.1.6.5              | O-8 xDSL (ADSL, HDSL and UCL)/TN(%)   | >= 85% w in 18 hrs                       |               |                                      | 100.00%         | 1      |           |          |        | YES    |
| B.1.6.6              | O-8 ISDN Loop (UDN, UDC)/TN(%)  | >= 85% w in 18 hrs                       |               |                                      | 100.00%         | 6      |           |          |        | YES    |
| B.1.6.7              | O-8 Line Sharing/TN(%)  | >= 85% w in 18 hrs                       |               |                                      |                 |        |           |          |        |        |
| B.1.6.8              | O-8 2W Analog Loop Design/TN(%)   | >= 85% w in 18 hrs                       |               |                                      | 96.81%          | 94     |           |          |        | YES    |
| B.1.6.9<br>B.1.6.10  | O-8 2W Analog Loop Non-Design/TN(%) O-8 2W Analog Loop w/INP Design/TN(%)         | >= 85% w in 18 hrs<br>>= 85% w in 18 hrs |               |                                      |                 |        |           |          |        |        |
| B.1.6.11             | O-8 2W Analog Loop w/INP Design/TN(%)   | >= 85% w in 18 hrs                       |               |                                      |                 |        |           |          |        |        |
| B.1.6.12             | O-14 2W Analog Loop w/NY Noti-Design/TN(%)  | >= 85% w in 18 hrs                       |               |                                      | 100.00%         | 42     |           |          |        | YES    |
| B.1.6.13             | O-14 2W Analog Loop w/LNP Non-Design/TN(%)  | >= 85% w in 18 hrs                       |               |                                      | 100.0070        | 72     |           |          |        | 120    |
| B.1.6.14             | O-8 Other Design/TN(%)  | >= 85% w in 18 hrs                       |               |                                      | 84.62%          | 13     |           |          |        | NO     |
| B.1.6.15             | O-8 Other Non-Design/TN(%)  | >= 85% w in 18 hrs                       |               |                                      |                 |        |           |          |        |        |
| B.1.6.16             | O-8 INP Standalone/TN(%)  | >= 85% w in 18 hrs                       |               |                                      |                 |        |           |          |        |        |
| B.1.6.17             | O-14 LNP Standalone/TN(%)   | >= 85% w in 18 hrs                       |               |                                      | 96.43%          | 28     |           |          |        | YES    |
|                      | Reject Interval - Non-Mechanized  |  |               |                                      |                 |        |           |          |        |        |
| B.1.8.1              | O-8 Switch Ports/TN(%)  | >= 85% w in 24 hrs                       |               |                                      |                 |        |           |          |        |        |
| B.1.8.2              | O-8 Local Interoffice Transport/TN(%)   | >= 85% w in 24 hrs                       |               |                                      |                 |        |           |          |        |        |
| B.1.8.3              | O-8 Loop + Port Combinations/TN(%)  | >= 85% w in 24 hrs                       |               |                                      | 99.06%          | 213    |           |          |        | YES    |
| B.1.8.4              | O-8 Combo Other/TN(%)   | >= 85% w in 24 hrs                       |               |                                      | 04.000/         | 50     |           |          |        | VEO    |
| B.1.8.5              | O-8 xDSL (ADSL, HDSL and UCL)/TN(%)   | >= 85% w in 24 hrs                       |               |                                      | 94.00%          | 50     |           |          |        | YES    |
|                      |   |  |               |                                      |                 |        |           |          |        |        |

Benchmark /

BST

BST

CLEC

CLEC

Standard Standard

|                        | remi        | essee, July 2001                           | Analog                                   | Measure        | Volume         | Measure         | Volume  | Deviation | Error | ZScore | Equity |
|------------------------|-------------|--|--|----------------|----------------|-----------------|---------|-----------|-------|--------|--------|
|                        |             |  | Analog                                   | Micasarc       | Volume         | Measure         | Volunic | Deviation | Liioi | 200010 | Equity |
| B.1.8.6                | O-8         | ISDN Loop (UDN, UDC)/TN(%)                 | >= 85% w in 24 hrs                       |                |                | 100.00%         | 1       |           |       |        | YES    |
| B.1.8.7                | O-8         | Line Sharing/TN(%)                         | >= 85% w in 24 hrs                       |                |                | 100.00%         | 9       |           |       |        | YES    |
| B.1.8.8                | O-8         | 2W Analog Loop Design/TN(%)                | >= 85% w in 24 hrs                       |                |                | 100.00%         | 7       |           |       |        | YES    |
| B.1.8.9                | O-8         | 2W Analog Loop Non-Design/TN(%)            | >= 85% w in 24 hrs                       |                |                | 95.57%          | 271     |           |       |        | YES    |
| B.1.8.10               | O-8         | 2W Analog Loop w/INP Design/TN(%)          | >= 85% w in 24 hrs                       |                |                | 100.00%         | 4       |           |       |        | YES    |
| B.1.8.11               | O-8         | 2W Analog Loop w/INP Non-Design/TN(%)      | >= 85% w in 24 hrs                       |                |                |                 |         |           |       |        |        |
| B.1.8.12               | O-14        | 2W Analog Loop w/LNP Design/TN(%)          | >= 85% w in 24 hrs                       |                |                | 96.83%          | 221     |           |       |        | YES    |
| B.1.8.13               | O-14        | 2W Analog Loop w/LNP Non-Design/TN(%)      | >= 85% w in 24 hrs                       |                |                | 100.00%         | 1       |           |       |        | YES    |
| B.1.8.14               | O-8         | Other Design/TN(%)                         | >= 85% w in 24 hrs                       |                |                | 100.00%         | 3       |           |       |        | YES    |
| B.1.8.15               | O-8         | Other Non-Design/TN(%)                     | >= 85% w in 24 hrs                       |                |                |                 |         |           |       |        |        |
| B.1.8.16               | O-8         | INP Standalone/TN(%)                       | >= 85% w in 24 hrs                       |                |                | 96.83%          | 221     |           |       |        | YES    |
| B.1.8.17               | O-14        | LNP (Standalone)/TN(%)                     | >= 85% w in 24 hrs                       |                |                | 98.25%          | 171     |           |       |        | YES    |
|                        | FOC Ti      | meliness - Mechanized                      |  |                |                |                 |         |           |       |        |        |
| B.1.9.1                | 0-9         | Switch Ports/TN(%)                         | >= 95% w in 3 hrs                        |                |                |                 |         |           |       |        |        |
| B.1.9.2                | 0-9         | Local Interoffice Transport/TN(%)          | >= 95% w in 3 hrs                        |                |                |                 |         |           |       |        |        |
| B.1.9.3                | 0-9         | Loop + Port Combinations/TN(%)             | >= 95% w in 3 hrs                        |                |                | 97.72%          | 1,974   |           |       |        | YES    |
| B.1.9.4                | 0-9         | Combo Other/TN(%)                          | >= 95% w in 3 hrs                        |                |                | 01111270        | .,      |           |       |        |        |
| B.1.9.5                | 0-9         | xDSL (ADSL, HDSL and UCL)/TN(%)            | >= 95% w in 3 hrs                        |                |                | 78.28%          | 267     |           |       |        | NO     |
| B.1.9.6                | O-9         | ISDN Loop (UDN, UDC)/TN(%)                 | >= 95% w in 3 hrs                        |                |                | 100.00%         | 1       |           |       |        | YES    |
| B.1.9.7                | O-9         | Line Sharing/TN(%)                         | >= 95% w in 3 hrs                        |                |                | 100.00%         | 1       |           |       |        | YES    |
| B.1.9.8                | 0-9         | 2W Analog Loop Design/TN(%)                | >= 95% w in 3 hrs                        |                |                | 97.50%          | 40      |           |       |        | YES    |
| B.1.9.9                | 0-9         | 2W Analog Loop Non-Design/TN(%)            | >= 95% w in 3 hrs                        |                |                | 07.0070         |         |           |       |        | .20    |
| B.1.9.10               | 0-9         | 2W Analog Loop w/INP Design/TN(%)          | >= 95% w in 3 hrs                        |                |                |                 |         |           |       |        |        |
| B.1.9.11               | 0-9         | 2W Analog Loop w/INP Non-Design/TN(%)      | >= 95% w in 3 hrs                        |                |                |                 |         |           |       |        |        |
| B.1.9.12               | O-15        | 2W Analog Loop w/LNP Design/TN(%)          | >= 95% w in 3 hrs                        |                |                | 100.00%         | 2       |           |       |        | YES    |
| B.1.9.13               | 0-15        | 2W Analog Loop w/LNP Non-Design/TN(%)      | >= 95% w in 3 hrs                        |                |                |                 | _       |           |       |        |        |
| B.1.9.14               | 0-9         | Other Design/TN(%)                         | >= 95% w in 3 hrs                        |                |                | 100.00%         | 41      |           |       |        | YES    |
| B.1.9.15               | 0-9         | Other Non-Design/TN(%)                     | >= 95% w in 3 hrs                        |                |                |                 |         |           |       |        |        |
| B.1.9.16               | 0-9         | INP Standalone/TN(%)                       | >= 95% w in 3 hrs                        |                |                |                 |         |           |       |        |        |
| B.1.9.17               | O-15        | LNP Standalone/TN(%)                       | >= 95% w in 3 hrs                        |                |                | 100.00%         | 76      |           |       |        | YES    |
|                        | FOC Ti      | meliness - Partially Mechanized            | _  |                |                |                 |         | •         |       |        |        |
| D 1 10 1               | 0-9         | Switch Ports/TN(%)                         | >= 85% w in 36 hrs                       | This data was  |                | 5-1-2001, see b |         |           |       |        |        |
| B.1.10.1               | O-9         | Local Interoffice Transport/TN(%)          |  |                |                |                 |         |           |       |        |        |
| B.1.10.2               | O-9         | Loop + Port Combinations/TN(%)             | >= 85% w in 36 hrs                       |                |                | 5-1-2001, see b |         |           |       |        |        |
| B.1.10.3               |             | Combo Other/TN(%)                          | >= 85% w in 36 hrs                       |                |                | 5-1-2001, see b |         |           |       |        |        |
| B.1.10.4               | 0-9         | xDSL (ADSL, HDSL and UCL)/TN(%)            | >= 85% w in 36 hrs                       |                |                | 5-1-2001, see b |         |           |       |        |        |
| B.1.10.5<br>B.1.10.6   | O-9<br>O-9  | ISDN Loop (UDN, UDC)/TN(%)                 | >= 85% w in 36 hrs<br>>= 85% w in 36 hrs |                |                | 5-1-2001, see b |         |           |       |        |        |
| B.1.10.6<br>B.1.10.7   | O-9         | Line Sharing/TN(%)                         | >= 85% w in 36 hrs                       |                |                | 5-1-2001, see b |         |           |       |        |        |
| B.1.10.7<br>B.1.10.8   | O-9         | 2W Analog Loop Design/TN(%)                | >= 85% w in 36 hrs                       |                |                | 5-1-2001, see b |         |           |       |        |        |
| B.1.10.9               | O-9         | 2W Analog Loop Design/TN(%)                | >= 85% w in 36 hrs                       |                |                |                 |         |           |       |        |        |
| B.1.10.10              | O-9         | 2W Analog Loop W/INP Design/TN(%)          | >= 85% w in 36 hrs                       |                |                | 5-1-2001, see b |         |           |       |        |        |
| B.1.10.11              | O-9         | 2W Analog Loop W/INP Non-Design/TN(%)      | >= 85% w in 36 hrs                       |                |                |                 |         |           |       |        |        |
| B.1.10.11<br>B.1.10.12 | O-9<br>O-15 | 2W Analog Loop w/INP Non-Design/TN(%)      | >= 85% w in 36 hrs                       |                |                | 5-1-2001, see b |         |           |       |        |        |
|                        | O-15        | 2W Analog Loop w/LNP Non-Design/TN(%)      |  |                |                | 5-1-2001, see b |         |           |       |        |        |
| B.1.10.13<br>B.1.10.14 | O-15        | Other Design/TN(%)                         | >= 85% w in 36 hrs<br>>= 85% w in 36 hrs |                |                | 5-1-2001, see b |         |           |       |        |        |
| B.1.10.14<br>B.1.10.15 | O-9         | Other Non-Design/TN(%)                     | >= 85% w in 36 hrs                       |                |                | 5-1-2001, see b |         |           |       |        |        |
| B.1.10.16              | O-9         | INP Standalone/TN(%)                       | >= 85% w in 36 hrs                       |                |                | 5-1-2001, see b |         |           |       |        |        |
| B.1.10.16<br>B.1.10.17 | O-9<br>O-15 | LNP Standalone/TN(%)                       | >= 85% w in 36 hrs                       |                |                | 5-1-2001, see b |         |           |       |        |        |
| B.1.10.17              |             |  | >= 83 % W III 30 III S                   | THIS GATA HOLE | аррисавіе апеі | 5-1-2001, See D | eiow    |           |       |        |        |
|                        | FOC Ti      | meliness - Partially Mechanized - 18 hours | _  |                |                |                 |         |           |       |        |        |
| B.1.11.1               | O-9         | Switch Ports/TN(%)                         | >= 85% w in 18 hrs                       |                |                |                 |         |           |       |        |        |
| B.1.11.2               | O-9         | Local Interoffice Transport/TN(%)          | >= 85% w in 18 hrs                       |                |                |                 |         |           |       |        |        |
| B.1.11.3               | O-9         | Loop + Port Combinations/TN(%)             | >= 85% w in 18 hrs                       |                |                | 94.20%          | 1,516   |           |       |        | YES    |
| B.1.11.4               | O-9         | Combo Other/TN(%)                          | >= 85% w in 18 hrs                       |                |                |                 |         |           |       |        |        |
| B.1.11.5               | O-9         | xDSL (ADSL, HDSL and UCL)/TN(%)            | >= 85% w in 18 hrs                       |                |                | 87.88%          | 33      |           |       |        | YES    |
| B.1.11.6               | O-9         | ISDN Loop (UDN, UDC)/TN(%)                 | >= 85% w in 18 hrs                       |                |                | 96.77%          | 31      |           |       |        | YES    |
| B.1.11.7               | O-9         | Line Sharing/TN(%)                         | >= 85% w in 18 hrs                       |                |                |                 |         |           |       |        |        |
| B.1.11.8               | O-9         | 2W Analog Loop Design/TN(%)                | >= 85% w in 18 hrs                       |                |                | 97.97%          | 344     |           |       |        | YES    |
| B.1.11.9               | O-9         | 2W Analog Loop Non-Design/TN(%)            | >= 85% w in 18 hrs                       |                |                |                 |         |           |       |        |        |
| B.1.11.10              | O-9         | 2W Analog Loop w/INP Design/TN(%)          | >= 85% w in 18 hrs                       |                |                |                 |         |           |       |        |        |
|                        |             |  |  |                |                |                 |         |           |       |        |        |

Benchmark /

BST

BST

CLEC

CLEC

Standard Standard

|           | Townsess lists 2004                                       |                    |         |        |          |        |           |          |        |        |
|-----------|---|--------------------|---------|--------|----------|--------|-----------|----------|--------|--------|
|           | Tennessee, July 2001                                      | Benchmark /        | BST     | BST    | CLEC     | CLEC   | Standard  | Standard |        |        |
|           |   | Analog             | Measure | Volume | Measure  | Volume | Deviation | Error    | ZScore | Equity |
|           | F   |                    |         |        |          |        |           |          |        |        |
| B.1.11.11 | O-9 2W Analog Loop w/INP Non-Design/TN(%)                 | >= 85% w in 18 hrs |         |        |          |        |           |          |        |        |
| B.1.11.12 | O-15 2W Analog Loop w/LNP Design/TN(%)                    | >= 85% w in 18 hrs |         |        | 99.00%   | 100    |           |          |        | YES    |
| B.1.11.13 | O-15 2W Analog Loop w/LNP Non-Design/TN(%)                | >= 85% w in 18 hrs |         |        | 00.400/  |        |           |          |        | V/F0   |
| B.1.11.14 | O-9 Other Design/TN(%)                                    | >= 85% w in 18 hrs |         |        | 96.43%   | 28     |           |          |        | YES    |
| B.1.11.15 | O-9 Other Non-Design/TN(%)                                | >= 85% w in 18 hrs |         |        |          |        |           |          |        |        |
| B.1.11.16 | O-9 INP Standalone/TN(%)                                  | >= 85% w in 18 hrs |         |        | 00.050/  |        |           |          |        | V/F0   |
| B.1.11.17 | O-15 LNP Standalone/TN(%)                                 | >= 85% w in 18 hrs |         |        | 92.65%   | 68     |           |          |        | YES    |
|           | FOC Timeliness - Non-Mechanized                           |                    |         |        |          |        |           |          |        |        |
| B.1.13.1  | O-9 Switch Ports/TN(%)                                    | >= 85% w in 36 hrs |         |        |          |        |           |          |        |        |
| B.1.13.2  | O-9 Local Interoffice Transport/TN(%)                     | >= 85% w in 36 hrs |         |        |          |        |           |          |        |        |
| B.1.13.3  | O-9 Loop + Port Combinations/TN(%)                        | >= 85% w in 36 hrs |         |        | 94.74%   | 38     |           |          |        | YES    |
| B.1.13.4  | O-9 Combo Other/TN(%)                                     | >= 85% w in 36 hrs |         |        |          |        |           |          |        |        |
| B.1.13.5  | O-9 xDSL (ADSL, HDSL and UCL)/TN(%)                       | >= 85% w in 36 hrs |         |        | 99.57%   | 230    |           |          |        | YES    |
| B.1.13.6  | O-9 ISDN Loop (UDN, UDC)/TN(%)                            | >= 85% w in 36 hrs |         |        | 100.00%  | 12     |           |          |        | YES    |
| B.1.13.7  | O-9 Line Sharing/TN(%)                                    | >= 85% w in 36 hrs |         |        | 100.00%  | 92     |           |          |        | YES    |
| B.1.13.8  | O-9 2W Analog Loop Design/TN(%)                           | >= 85% w in 36 hrs |         |        | 100.00%  | 120    |           |          |        | YES    |
| B.1.13.9  | O-9 2W Analog Loop Non-Design/TN(%)                       | >= 85% w in 36 hrs |         |        | 99.43%   | 350    |           |          |        | YES    |
| B.1.13.10 | O-9 2W Analog Loop w/INP Design/TN(%)                     | >= 85% w in 36 hrs |         |        | 90.00%   | 10     |           |          |        | YES    |
| B.1.13.11 | O-9 2W Analog Loop w/INP Non-Design/TN(%)                 | >= 85% w in 36 hrs |         |        |          |        |           |          |        |        |
| B.1.13.12 | O-15 2W Analog Loop w/LNP Design/TN(%)                    | >= 85% w in 36 hrs |         |        | 94.64%   | 261    |           |          |        | YES    |
| B.1.13.13 | O-15 2W Analog Loop w/LNP Non-Design/TN(%)                | >= 85% w in 36 hrs |         |        | 100.00%  | 1      |           |          |        | YES    |
| B.1.13.14 | O-9 Other Design/TN(%)                                    | >= 85% w in 36 hrs |         |        | 100.00%  | 139    |           |          |        | YES    |
| B.1.13.15 | O-9 Other Non-Design/TN(%)                                | >= 85% w in 36 hrs |         |        |          |        |           |          |        |        |
| B.1.13.16 | O-9 INP Standalone/TN(%)                                  | >= 85% w in 36 hrs |         |        |          |        |           |          |        |        |
| B.1.13.17 | O-15 LNP Standalone/TN(%)                                 | >= 85% w in 36 hrs |         |        | 96.46%   | 424    |           |          |        | YES    |
|           | FOO & Bright Brown Completeness Markening                 |                    |         |        |          |        |           |          |        |        |
| D 4 4 4 4 | FOC & Reject Response Completeness - Mechanized           | 050/               |         |        |          |        |           |          |        |        |
| B.1.14.1  | O-11 Switch Ports/TN(%)                                   | >= 95%             |         |        |          |        |           |          |        |        |
| B.1.14.2  | O-11 Local Interoffice Transport/TN(%)                    | >= 95%             |         |        | 00.400/  | 0.507  |           |          |        | NO     |
| B.1.14.3  | O-11 Loop + Port Combinations/TN(%)                       | >= 95%             |         |        | 90.18%   | 2,587  |           |          |        | NO     |
| B.1.14.4  | O-11 Combo Other/TN(%)                                    | >= 95%             |         |        | 00.040/  | 044    |           |          |        | NO     |
| B.1.14.5  | O-11 xDSL (ADSL, HDSL and UCL)/TN(%)                      | >= 95%             |         |        | 89.21%   | 241    |           |          |        | NO     |
| B.1.14.6  | O-11 ISDN Loop (UDN, UDC)/TN(%)                           | >= 95%             |         |        | 81.25%   | 16     |           |          |        | NO     |
| B.1.14.7  | O-11 Line Sharing/TN(%)                                   | >= 95%             |         |        | 100.00%  | 1      |           |          |        | YES    |
| B.1.14.8  | O-11 2W Analog Loop Design/TN(%)                          | >= 95%             |         |        | 77.33%   | 172    |           |          |        | NO     |
| B.1.14.9  | O-11 2W Analog Loop Non-Design/TN(%)                      | >= 95%             |         |        |          |        |           |          |        |        |
| B.1.14.10 | O-11 2W Analog Loop w/INP Design/TN(%)                    | >= 95%             |         |        |          |        |           |          |        |        |
| B.1.14.11 | O-11 2W Analog Loop w/INP Non-Design/TN(%)                | >= 95%             |         |        | 100 000/ |        |           |          |        |        |
| B.1.14.12 | O-11 2W Analog Loop w/LNP Design/TN(%)                    | >= 95%             |         |        | 100.00%  | 42     |           |          |        | YES    |
| B.1.14.13 | O-11 2W Analog Loop w/LNP Non-Design/TN(%)                | >= 95%             |         |        |          |        |           |          |        |        |
| B.1.14.14 | O-11 Other Design/TN(%)                                   | >= 95%             |         |        | 82.19%   | 73     |           |          |        | NO     |
| B.1.14.15 | O-11 Other Non-Design/TN(%)                               | >= 95%             |         |        |          |        |           |          |        |        |
| B.1.14.16 | O-11 INP Standalone/TN(%)                                 | >= 95%             |         |        | 400.000/ | 20     |           |          |        | VEC    |
| B.1.14.17 | O-11 LNP Standalone/TN(%)                                 | >= 95%             |         |        | 100.00%  | 30     |           |          |        | YES    |
|           | FOC & Reject Response Completeness - Partially Mechanized |                    |         |        |          |        |           |          |        |        |
| B.1.15.1  | O-11 Switch Ports/TN(%)                                   | >= 95%             |         |        |          |        |           |          |        |        |
| B.1.15.2  | O-11 Local Interoffice Transport/TN(%)                    | >= 95%             |         |        |          |        |           |          |        |        |
| B.1.15.3  | O-11 Loop + Port Combinations/TN(%)                       | >= 95%             |         |        | 100.00%  | 1,952  |           |          |        | YES    |
| B.1.15.4  | O-11 Combo Other/TN(%)                                    | >= 95%             |         |        |          |        |           |          |        |        |
| B.1.15.5  | O-11 xDSL (ADSL, HDSL and UCL)/TN(%)                      | >= 95%             |         |        | 51.28%   | 39     |           |          |        | NO     |
| B.1.15.6  | O-11 ISDN Loop (UDN, UDC)/TN(%)                           | >= 95%             |         |        | 100.00%  | 36     |           |          |        | YES    |
| B.1.15.7  | O-11 Line Sharing/TN(%)                                   | >= 95%             |         |        |          |        |           |          |        |        |
| B.1.15.8  | O-11 2W Analog Loop Design/TN(%)                          | >= 95%             |         |        | 100.00%  | 414    |           |          |        | YES    |
| B.1.15.9  | O-11 2W Analog Loop Non-Design/TN(%)                      | >= 95%             |         |        |          |        |           |          |        |        |
| B.1.15.10 | O-11 2W Analog Loop w/INP Design/TN(%)                    | >= 95%             |         |        |          |        |           |          |        |        |
| B.1.15.11 | O-11 2W Analog Loop w/INP Non-Design/TN(%)                | >= 95%             |         |        |          |        |           |          |        |        |
| B.1.15.12 | O-11 2W Analog Loop w/LNP Design/TN(%)                    | >= 95%             |         |        | 100.00%  | 90     |           |          |        | YES    |
| B.1.15.13 | O-11 2W Analog Loop w/LNP Non-Design/TN(%)                | >= 95%             |         |        |          |        |           |          |        |        |
| B.1.15.14 | O-11 Other Design/TN(%)                                   | >= 95%             |         |        | 100.00%  | 34     |           |          |        | YES    |
| B.1.15.15 | O-11 Other Non-Design/TN(%)                               | >= 95%             |         |        |          |        |           |          |        |        |
|           |   |                    |         |        |          |        |           |          |        |        |

|                        | Tennessee, July 2001  | Benchmark /      | BST     | BST    | CLEC              | CLEC      | Standard  | Standard |        |           |
|------------------------|---|------------------|---------|--------|-------------------|-----------|-----------|----------|--------|-----------|
|                        |   | Analog           | Measure | Volume | Measure           | Volume    | Deviation | Error    | ZScore | Equity    |
| B.1.15.16              | O-11 INP Standalone/TN(%)   | >= 95%           |         |        |                   |           |           |          |        |           |
| B.1.15.17              | O-11 LNP Standalone/TN(%)   | >= 95%           |         |        | 100.00%           | 141       |           |          |        | YES       |
|                        | FOC & Reject Response Completeness - Non-Mechanized                               |                  |         |        |                   |           |           |          |        |           |
| B.1.16.1               | O-11 Switch Ports/TN(%)   | >= 95%           |         |        |                   |           |           |          |        |           |
| B.1.16.2               | O-11 Local Interoffice Transport/TN(%)  | >= 95%           |         |        |                   |           |           |          |        |           |
| B.1.16.3               | O-11 Loop + Port Combinations/TN(%)   | >= 95%           |         |        | 96.45%            | 282       |           |          |        | YES       |
| B.1.16.4               | O-11 Combo Other/TN(%)  | >= 95%           |         |        |                   |           |           |          |        |           |
| B.1.16.5               | O-11 xDSL (ADSL, HDSL and UCL)/TN(%) O-11 ISDN Loop (UDN, UDC)/TN(%)              | >= 95%           |         |        | 57.14%            | 7         |           |          |        | NO<br>YES |
| B.1.16.6<br>B.1.16.7   | O-11   ISDN LOOP (UDN, UDC)/TN(%) O-11   Line Sharing/TN(%)                       | >= 95%<br>>= 95% |         |        | 100.00%<br>98.17% | 15<br>109 |           |          |        | YES       |
| B.1.16.8               | O-11 2W Analog Loop Design/TN(%)  | >= 95%           |         |        | 99.28%            | 138       |           |          |        | YES       |
| B.1.16.9               | O-11 2W Analog Loop Non-Design/TN(%)  | >= 95%           |         |        | 93.22%            | 856       |           |          |        | NO        |
| B.1.16.10              | O-11 2W Analog Loop w/INP Design/TN(%)  | >= 95%           |         |        | 71.43%            | 7         |           |          |        | NO        |
| B.1.16.11              | O-11 2W Analog Loop w/INP Non-Design/TN(%)  | >= 95%           |         |        |                   |           |           |          |        |           |
| B.1.16.12              | O-11 2W Analog Loop w/LNP Design/TN(%)  | >= 95%           |         |        | 100.00%           | 332       |           |          |        | YES       |
| B.1.16.13              | O-11 2W Analog Loop w/LNP Non-Design/TN(%)  | >= 95%           |         |        | 100.00%           | 1         |           |          |        | YES       |
| B.1.16.14              | O-11 Other Design/TN(%)   | >= 95%           |         |        | 100.00%           | 146       |           |          |        | YES       |
| B.1.16.15<br>B.1.16.16 | O-11 Other Non-Design/TN(%) O-11 INP Standalone/TN(%)                             | >= 95%           |         |        |                   |           |           |          |        |           |
| B.1.16.16<br>B.1.16.17 | O-11 INP Standalone/TN(%) O-11 LNP Standalone/TN(%)                               | >= 95%<br>>= 95% |         |        | 100.00%           | 519       |           |          |        | YES       |
| D.11.10.17             |   | >= 3076          |         |        | 100.0070          | 010       |           |          |        | TEO       |
| D 4 47 4               | FOC & Reject Response Completeness (Multiple Responses) - Mechanized              | 050/             |         |        |                   |           |           |          |        |           |
| B.1.17.1               | O-11 Switch Ports/TN(%) O-11 Local Interoffice Transport/TN(%)                    | >= 95%           |         |        |                   |           |           |          |        |           |
| B.1.17.2<br>B.1.17.3   | O-11 Local Interoffice Transport/TN(%) O-11 Loop + Port Combinations/TN(%)        | >= 95%<br>>= 95% |         |        | 100.00%           | 2,333     |           |          |        | YES       |
| B.1.17.4               | O-11 Combo Other/TN(%)  | >= 95%<br>>= 95% |         |        | 100.0078          | 2,333     |           |          |        | 163       |
| B.1.17.5               | O-11 xDSL (ADSL, HDSL and UCL)/TN(%)  | >= 95%           |         |        | 95.81%            | 215       |           |          |        | YES       |
| B.1.17.6               | O-11 ISDN Loop (UDN, UDC)/TN(%)   | >= 95%           |         |        | 100.00%           | 13        |           |          |        | YES       |
| B.1.17.7               | O-11 Line Sharing/TN(%)   | >= 95%           |         |        | 100.00%           | 1         |           |          |        | YES       |
| B.1.17.8               | O-11 2W Analog Loop Design/TN(%)  | >= 95%           |         |        | 100.00%           | 133       |           |          |        | YES       |
| B.1.17.9               | O-11 2W Analog Loop Non-Design/TN(%)  | >= 95%           |         |        |                   |           |           |          |        |           |
| B.1.17.10              | O-11 2W Analog Loop w/INP Design/TN(%)  | >= 95%           |         |        |                   |           |           |          |        |           |
| B.1.17.11              | O-11 2W Analog Loop w/INP Non-Design/TN(%)  | >= 95%           |         |        | 400.000/          | 40        |           |          |        | V/E0      |
| B.1.17.12<br>B.1.17.13 | O-11 2W Analog Loop w/LNP Design/TN(%) O-11 2W Analog Loop w/LNP Non-Design/TN(%) | >= 95%<br>>= 95% |         |        | 100.00%           | 42        |           |          |        | YES       |
| B.1.17.13<br>B.1.17.14 | O-11 Other Design/TN(%)   | >= 95%<br>>= 95% |         |        | 100.00%           | 60        |           |          |        | YES       |
| B.1.17.15              | O-11 Other Non-Design/TN(%)   | >= 95%           |         |        | 100.0078          | 00        |           |          |        | 120       |
| B.1.17.16              | O-11 INP Standalone/TN(%)   | >= 95%           |         |        |                   |           |           |          |        |           |
| B.1.17.17              | O-11 LNP Standalone/TN(%)   | >= 95%           |         |        | 100.00%           | 30        |           |          |        | YES       |
|                        | FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized    |                  |         |        |                   |           |           |          |        |           |
| B.1.18.1               | O-11 Switch Ports/TN(%)   | >= 95%           |         |        |                   |           |           |          |        |           |
| B.1.18.2               | O-11 Local Interoffice Transport/TN(%)  | >= 95%           |         |        |                   |           |           |          |        |           |
| B.1.18.3               | O-11 Loop + Port Combinations/TN(%)   | >= 95%           |         |        | 91.24%            | 1,952     |           |          |        | NO        |
| B.1.18.4               | O-11 Combo Other/TN(%)  | >= 95%           |         |        |                   |           |           |          |        |           |
| B.1.18.5               | O-11 xDSL (ADSL, HDSL and UCL)/TN(%)  | >= 95%           |         |        | 85.00%            | 20        |           |          |        | NO        |
| B.1.18.6               | O-11 ISDN Loop (UDN, UDC)/TN(%)   | >= 95%           |         |        | 97.22%            | 36        |           |          |        | YES       |
| B.1.18.7               | O-11 Line Sharing/TN(%)   | >= 95%           |         |        | 05.000/           | 414       |           |          |        | YES       |
| B.1.18.8<br>B.1.18.9   | O-11  | >= 95%<br>>= 95% |         |        | 95.89%            | 414       |           |          |        | YES       |
| B.1.18.10<br>B.1.18.10 | O-11 2W Analog Loop Non-Design/TN(%) O-11 2W Analog Loop w/INP Design/TN(%)       | >= 95%<br>>= 95% |         |        | 1                 |           |           |          |        |           |
| B.1.18.11              | O-11 2W Analog Loop w/INP Non-Design/TN(%)  | >= 95%           |         |        |                   |           |           |          |        |           |
| B.1.18.12              | O-11 2W Analog Loop w/LNP Design/TN(%)  | >= 95%           |         |        | 100.00%           | 90        |           |          |        | YES       |
| B.1.18.13              | O-11 2W Analog Loop w/LNP Non-Design/TN(%)  | >= 95%           |         |        |                   |           |           |          |        |           |
| B.1.18.14              | O-11 Other Design/TN(%)   | >= 95%           |         |        | 76.47%            | 34        |           |          |        | NO        |
| B.1.18.15              | O-11 Other Non-Design/TN(%)   | >= 95%           |         |        |                   |           |           |          |        |           |
| B.1.18.16              | O-11 INP Standalone/TN(%)   | >= 95%           |         |        | 100.0007          |           |           |          |        | 1/50      |
| B.1.18.17              | O-11 LNP Standalone/TN(%)   | >= 95%           |         |        | 100.00%           | 141       |           |          |        | YES       |
|                        | FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized          |                  |         |        |                   |           |           |          |        |           |
| B.1.19.1               | O-11 Switch Ports/TN(%)   | >= 95%           |         |        |                   | -         |           |          |        |           |
|                        |   |                  |         |        |                   |           |           |          |        |           |

#### **BellSouth Monthly State Summary**

|           | Tennessee, July 2001                       | Benchmark / | BST     | BST    | CLEC    | CLEC   | Standard  | Standard |        |        |
|-----------|--|-------------|---------|--------|---------|--------|-----------|----------|--------|--------|
|           |  | Analog      | Measure | Volume | Measure | Volume | Deviation | Error    | ZScore | Equity |
|           |  | =           |         |        |         |        |           |          |        |        |
| B.1.19.2  | O-11 Local Interoffice Transport/TN(%)     | >= 95%      |         |        |         |        |           |          |        |        |
| B.1.19.3  | O-11 Loop + Port Combinations/TN(%)        | >= 95%      |         |        | 95.59%  | 272    |           |          |        | YES    |
| B.1.19.4  | O-11 Combo Other/TN(%)                     | >= 95%      |         |        |         |        |           |          |        |        |
| B.1.19.5  | O-11 xDSL (ADSL, HDSL and UCL)/TN(%)       | >= 95%      |         |        | 100.00% | 4      |           |          |        | YES    |
| B.1.19.6  | O-11 ISDN Loop (UDN, UDC)/TN(%)            | >= 95%      |         |        | 93.33%  | 15     |           |          |        | NO     |
| B.1.19.7  | O-11 Line Sharing/TN(%)                    | >= 95%      |         |        | 92.52%  | 107    |           |          |        | NO     |
| B.1.19.8  | O-11 2W Analog Loop Design/TN(%)           | >= 95%      |         |        | 81.02%  | 137    |           |          |        | NO     |
| B.1.19.9  | O-11 2W Analog Loop Non-Design/TN(%)       | >= 95%      |         |        | 90.35%  | 798    |           |          |        | NO     |
| B.1.19.10 | O-11 2W Analog Loop w/INP Design/TN(%)     | >= 95%      |         |        | 100.00% | 5      |           |          |        | YES    |
| B.1.19.11 | O-11 2W Analog Loop w/INP Non-Design/TN(%) | >= 95%      |         |        |         |        |           |          |        |        |
| B.1.19.12 | O-11 2W Analog Loop w/LNP Design/TN(%)     | >= 95%      |         |        | 100.00% | 332    |           |          |        | YES    |
| B.1.19.13 | O-11 2W Analog Loop w/LNP Non-Design/TN(%) | >= 95%      |         |        | 100.00% | 1      |           |          |        | YES    |
| B.1.19.14 | O-11 Other Design/TN(%)                    | >= 95%      |         |        | 84.25%  | 146    |           |          |        | NO     |
| B.1.19.15 | O-11 Other Non-Design/TN(%)                | >= 95%      |         |        |         |        |           |          |        |        |
| B.1.19.16 | O-11 INP Standalone/TN(%)                  | >= 95%      |         |        |         |        |           |          |        |        |
| B.1.19.17 | O-11 LNP Standalone/TN(%)                  | >= 95%      |         |        | 100.00% | 519    |           |          |        | YES    |

#### Unbundled Network Elements - Provisioning

|  | Interval |
|--|----------|
|  |          |

| B.2.1.1.1.1 P-4 Switch Ports/<10 circuits/Dispatch/TN(days) B.2.1.1.2.1 P-4 Switch Ports/>=10 circuits/Dispatch/TN(days) B.2.1.1.2.2 B.2.1.2.1.1 P-4 Switch Ports/>=10 circuits/Dispatch/TN(days) B.2.1.2.1.1 P-4 Local Interoffice Transport/<10 circuits/Dispatch/TN(days) B.2.1.2.1.2 P-4 Local Interoffice Transport/<10 circuits/Dispatch/TN(days) B.2.1.2.2.1 P-4 Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days) B.2.1.2.2.2 P-4 Local Interoffice Transport/>=10 circuits/Dispatch/TN(days) B.2.1.3.1.1 P-4 Loop + Port Combinations/<10 circuits/Dispatch/TN(days) B.2.1.3.1.2 B.2.1.3.1.3 P-4 Loop + Port Combinations/<10 circuits/Dispatch/TN(days) B.2.1.3.1.3 P-4 Loop + Port Combinations/<10 circuits/Dispatch/TN(days) B.2.1.3.2.1 P-4 Loop + Port Combinations/<10 circuits/Dispatch/TN(days) B.2.1.3.2.1 P-4 Loop + Port Combinations/<10 circuits/Dispatch/TN(days) B.2.1.3.2.2 P-4 Loop + Port Combinations/<10 circuits/Dispatch/TN(days) B.2.1.3.2.3 P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.1.3.2.4 P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.1.3.2 P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.1.3.4 P-4 Combo Other/<10 circuits/Dispatch/TN(days) B.2.1.3.1 P-4 Combo Other/<10 circuits/Dispatch/TN(days) B.2.1.3.1 P-4 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.1.5.3.1 P-4 XDSL (ADSL, HDSL and UCL)/ B.2.1.5.3.1 P-4 XDSL (ADSL, HDSL and UCL)/ B.2.1.5.3.1 P-4 XDSL (ADSL, HDSL and UCL)/ B.2.1.5.3.2 P-4 XDSL (ADSL, HDSL and UCL)/ B.2.1.5.3.1 P-4 XDSL (ADSL, HDSL and UCL)/ B.2.1.5.3.2 P-4 XDSL (ADSL, HDSL and UCL)/ B.2.1.5.3.1 P-4 XDSL (ADSL, HDSL and UCL)/ B.2.1.5.3.2 P-4 XDSL (ADSL, HDSL and UCL)/ B.2.1.5.3.1 P-4 XDSL (ADSL, HDSL and  |  |
|---|--|
| B.2.1.1.2.1   |  |
| B.2.1.1.2.2  P-4 Switch Ports/>=10 circuits/Non-Dispatch/TN(days) B.2.1.2.1.1  P-4 Local Interoffice Transport/<10 circuits/Dispatch/TN(days) B.2.1.2.2.1  P-4 Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days) B.2.1.2.2.2  P-4 Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days) B.2.1.2.2.1  P-4 Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days) B.2.1.3.1.1  P-4 Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days) B.2.1.3.1.2  P-4 Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(days) B.2.1.3.1.3  P-4 Loop + Port Combinations/<10 circuits/Dispatch/TN(days) B.2.1.3.1.4  P-4 Loop + Port Combinations/<10 circuits/Dispatch/TN(days) B.2.1.3.2.1  P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.1.3.2.2  P-4 Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days) B.2.1.3.2.3  P-4 Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days) B.2.1.3.2.3  P-4 Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days) B.2.1.3.2.4  P-4 Loop + Port Combinations/>=10 circuits/Dispatch In/TN(days) B.2.1.3.2.4  P-4 Loop + Port Combinations/>=10 circuits/Dispatch In/TN(days) B.2.1.3.2.4  P-4 Combo Other/<10 circuits/Dispatch/TN(days) B.2.1.4.1.4  P-4 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.1.4.2.1  P-4 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.1.5.3.1  B.2.1.4.2.4  P-4 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.1.5.3.1  P-4 xDSL (ADSL, HDSL and UCL)/<6 circuits/Non-Dispatch/TN(days) B.2.1.5.4.2  P-4 xDSL (ADSL, HDSL and UCL)/<6 circuits/Non-Dispatch/TN(days) B.2.1.5.5.1  P-4 UN |  |
| B.2.1.2.1.1 P-4 Local Interoffice Transport/<10 circuits/Dispatch/TN(days) B.2.1.2.2.1 P-4 Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days) B.2.1.2.2.2 P-4 Local Interoffice Transport/>=10 circuits/Dispatch/TN(days) B.2.1.2.2.2 P-4 Local Interoffice Transport/>=10 circuits/Dispatch/TN(days) B.2.1.3.1.1 P-4 Loop + Port Combinations/<10 circuits/Dispatch/TN(days) B.2.1.3.1.2 P-4 Loop + Port Combinations/<10 circuits/Dispatch/TN(days) B.2.1.3.1.3 P-4 Loop + Port Combinations/<10 circuits/Dispatch/TN(days) B.2.1.3.1.4 P-4 Loop + Port Combinations/<10 circuits/Dispatch In/TN(days) B.2.1.3.1.5 P-4 Loop + Port Combinations/<10 circuits/Dispatch In/TN(days) B.2.1.3.2.1 P-4 Loop + Port Combinations/>=10 circuits/Dispatch In/TN(days) B.2.1.3.2.2 P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.1.3.2.3 B.2.1.3.2.3 P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.1.3.2.4 P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.1.4.1.1 P-4 Combo Other/<10 circuits/Dispatch/TN(days) B.2.1.4.1.4 P-4 Combo Other/<10 circuits/Dispatch/TN(days) B.2.1.4.2.1 P-4 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.1.5.3.1 P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.1.5.3.1 P-4 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.1.5.3.1 P-4 XDSL (ADSL, HDSL and UCL)/<-6 circuits/Dispatch/TN(days) B.2.1.5.4.1 P-4 XDSL (ADSL, HDSL and UCL)/-6-13 circuits/Dispatch/TN(days) B.2.1.5.4.1 P-4 XDSL (ADSL, HDSL and UCL)/-6-13 circuits/Dispatch/TN(days) B.2.1.5.5.1 P-4 XDSL (ADSL, HDSL and UCL)/-14 circuits/Dispatch/TN(days) B.2.1.5.5.1 P-4 XDSL (ADSL, HDSL and UCL)/-14 circuits/Dispatch/TN(days) B.2.1.5.5.1 P-4 XDSL (ADSL, HDSL and UCL)/-14 circuits/Non-Dispatch/TN(days) B |  |
| B.2.1.2.1.2 P-4 Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days) B.2.1.2.2.1 P-4 Local Interoffice Transport/>=10 circuits/Dispatch/TN(days) B.2.1.2.2.2 P-4 Loop + Port Combinations/<=10 circuits/Dispatch/TN(days) B.2.1.3.1.1 P-4 Loop + Port Combinations/<10 circuits/Dispatch/TN(days) B.2.1.3.1.2 P-4 Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days) B.2.1.3.1.3 P-4 Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(days) B.2.1.3.1.4 P-4 Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(days) B.2.1.3.2.1 P-4 Loop + Port Combinations/>=10 circuits/Dispatch In/TN(days) B.2.1.3.2.2 P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.1.3.2.3 P-4 Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(days) B.2.1.3.2.4 P-4 Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(days) B.2.1.3.2.3 P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.1.3.2.4 P-4 Loop + Port Combinations/>=10 circuits/Dispatch In/TN(days) B.2.1.3.2.1 P-4 Combo Other/<10 circuits/Dispatch/TN(days) B.2.1.3.2.2 P-4 Loop + Port Combinations/>=10 circuits/Dispatch In/TN(days) B.2.1.3.2.3 P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.1.3.2.4 P-4 Combo Other/<10 circuits/Dispatch/TN(days) B.2.1.3.1 P-4 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.1.3.2 P-4 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.1.3.3 P-4 xDSL (ADSL, HDSL and UCL)/<-6 circuits/Dispatch/TN(days) B.2.1.5.4 P-4 xDSL (ADSL, HDSL and UCL)/-6-13 circuits/Dispatch/TN(days) B.2.1.5.5.1 P-4 xDSL (ADSL, HDSL and UCL)/-5-14 circuits/Dispatch/TN(days) B.2.1.5.5.2 P-4 xDSL (ADSL, HDSL and UCL)/->=14 circuits/Dispatch/TN(days) B.2.1.5.5.1 P-4 xDSL (ADSL, HDSL and UCL)/->=14 circuits/Dispatch/TN(days) B.2.1.5.5.1 P-4 xDSL (ADSL, HDSL and UCL)/->=14 circuits/Dispatch/TN(days) B.2.1.5.5.1 P-4 xDSL (ADSL, HDSL and UCL)/->=14 circuits/Dispatch/TN(days) B.2.1.6.3.1 P-4 UNE ISDN/-6 circuits/Dispatch/TN(days) B.2.1.6.3.2 P-4 xDSL (ADSL, HDSL and UCL)/->=14 circuits/Dispatch/TN(days) B.2. |  |
| B.2.1.2.2.1 P-4 Local Interoffice Transport/>=10 circuits/Dispatch/TN(days) B.2.1.2.2.2 P-4 Local Interoffice Transport/>=10 circuits/Dispatch/TN(days) B.2.1.3.1.1 P-4 Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days) B.2.1.3.1.2 P-4 Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days) B.2.1.3.1.3 P-4 Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(days) B.2.1.3.1.4 P-4 Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(days) B.2.1.3.2.1 P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.1.3.2.2 P-4 Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days) B.2.1.3.2.3 P-4 Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days) B.2.1.3.2.4 P-4 Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days) B.2.1.4.1.1 P-4 Combo Other/<10 circuits/Dispatch In/TN(days) B.2.1.4.1.4 P-4 Combo Other/<10 circuits/Dispatch/TN(days) B.2.1.4.1.4 P-4 Combo Other/>=10 circuits/Dispatch In/TN(days) B.2.1.4.2.4 P-4 Combo Other/>=10 circuits/Dispatch In/TN(days) B.2.1.5.3.1 P-4 Combo Other/>=10 circuits/Dispatch In/TN(days) B.2.1.5.3.2 P-4 XDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/TN(days) B.2.1.5.3.1 P-4 XDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN(days) B.2.1.5.4.2 P-4 XDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN(days) B.2.1.5.5.1 P-4 XDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN(days) B.2.1.5.5.2 P-4 XDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN(days) B.2.1.5.5.1 P-4 XDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN(days) B.2.1.5.5.1 P-4 XDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN(days) B.2.1.5.5.2 P-4 XDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN(days) B.2.1.5.5.1 P-4 XDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN(days) B.2.1.5.5.2 P-4 XDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN(days) B.2.1.5.5.1 P-4 XDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN(days) B.2.1.5.5.2 P-4 XDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN(days) B.2.1.5.5.1 P-4 XDSL (ADSL, HDS |  |
| B.2.1.2.2.2 P-4 Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days) B.2.1.3.1.1 P-4 Loop + Port Combinations/<10 circuits/Dispatch/TN(days) B.2.1.3.1.2 P-4 Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days) B.2.1.3.1.3 P-4 Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days) B.2.1.3.1.4 P-4 Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(days) B.2.1.3.2.1 P-4 Loop + Port Combinations/<10 circuits/Dispatch In/TN(days) B.2.1.3.2.2 P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.1.3.2.3 P-4 Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(days) B.2.1.3.2.4 P-4 Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(days) B.2.1.4.1.1 P-4 Combo Other/<10 circuits/Dispatch/TN(days) B.2.1.4.1.4 P-4 Combo Other/<10 circuits/Dispatch/TN(days) B.2.1.4.2.1 P-4 Combo Other/<10 circuits/Dispatch/TN(days) B.2.1.4.2.1 P-4 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.1.5.3.1 P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.1.5.3.1 P-4 Substand Uch/         P-4 Combo Other/<10 circuits/Dispatch/TN(days)   |  |
| B.2.1.3.1.1 P-4 Loop + Port Combinations/<10 circuits/Dispatch/TN(days) B.2.1.3.1.2 P-4 Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days) B.2.1.3.1.3 P-4 Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(days) B.2.1.3.1.4 P-4 Loop + Port Combinations/<10 circuits/Dispatch In/TN(days) B.2.1.3.2.1 P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.1.3.2.2 P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.1.3.2.3 P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.1.3.2.4 P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.1.3.2.4 P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.1.3.2.4 P-4 Loop + Port Combinations/>=10 circuits/Dispatch In/TN(days) B.2.1.4.1.1 P-4 Combo Other/<10 circuits/Dispatch/TN(days) B.2.1.4.2.1 P-4 Combo Other/<10 circuits/Dispatch/TN(days) B.2.1.4.2.4 P-4 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.1.5.3.1 P-4 XDSL (ADSL, HDSL and UCL)/<8 circuits/Dispatch/TN(days) B.2.1.5.4.2 P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days) B.2.1.5.4.1 P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days) B.2.1.5.5.1 P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days) B.2.1.5.5.1 P-4 xDSL (ADSL, HDSL and UCL)/5-14 circuits/Dispatch/TN(days) B.2.1.6.3.1 P-4 UNE ISDN/6-13 circuits/Dispatch/TN(days) B.2.1.6.5.1 P-4 UNE ISDN/6-13 circuits/Dispatch/TN(days) B.2.1.6.5.1 P-4 UNE ISDN/6-13 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/6-13 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 Line Sharing/<6 circuits/Dispatch/TN(days)                       |  |
| B.2.1.3.1.2   |  |
| B.2.1.3.1.3  P-4 Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(days) B.2.1.3.1.4  P-4 Loop + Port Combinations/<10 circuits/Dispatch In/TN(days) B.2.1.3.2.1  P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.1.3.2.2  P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.1.3.2.3  P-4 Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(days) B.2.1.3.2.4  P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.1.4.1.1  P-4 Combo Other/<10 circuits/Dispatch/TN(days) B.2.1.4.1.4  P-4 Combo Other/<10 circuits/Dispatch/TN(days) B.2.1.4.2.1  P-4 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.1.4.2.1  P-4 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.1.5.3.1  P-4 XDSL (ADSL, HDSL and UCL)/<6 circuits/Non-Dispatch/TN(days) B.2.1.5.3.2  P-4 XDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days) B.2.1.5.4.2  P-4 XDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days) B.2.1.5.5.1  P-4 XDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN(days) B.2.1.5.5.1  P-4 XDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/TN(days) B.2.1.6.3.1  P-4 UNE ISDN/<6 circuits/Non-Dispatch/TN(days) B.2.1.6.3.2  P-4 UNE ISDN/>=14 circuits/Non-Dispatch/TN(days) B.2.1.6.5.1  P-4 UNE ISDN/>=14 circuits/Non-Dispatch/TN(days) B.2.1.6.5.2  P-4 UNE ISDN/>=14 circuits/Non-Dispatch/TN(days) B.2.1.6.5.2  P-4 UNE ISDN/>=14 circuits/Non-Dispatch/TN(days) B.2.1.6.5.2  P-4 Line Sharing/<6 circuits/Non-Dispatch/TN(days)  |  |
| B.2.1.3.1.4  P-4 Loop + Port Combinations/<10 circuits/Dispatch In/TN(days)  B.2.1.3.2.1  P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)  B.2.1.3.2.2  P-4 Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)  B.2.1.3.2.3  P-4 Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(days)  B.2.1.3.2.4  P-4 Loop + Port Combinations/>=10 circuits/Dispatch In/TN(days)  B.2.1.3.2.4  P-4 Loop + Port Combinations/>=10 circuits/Dispatch In/TN(days)  B.2.1.4.1.1  P-4 Combo Other/<10 circuits/Dispatch/TN(days)  B.2.1.4.2.1  P-4 Combo Other/<10 circuits/Dispatch/TN(days)  B.2.1.4.2.4  P-4 Combo Other/>=10 circuits/Dispatch/TN(days)  B.2.1.5.3.1  P-4 xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/TN(days)  B.2.1.5.3.1  P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days)  B.2.1.5.4.1  P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days)  B.2.1.5.4.2  P-4 xDSL (ADSL, HDSL and UCL)/6-14 circuits/Dispatch/TN(days)  B.2.1.5.5.2  P-4 xDSL (ADSL, HDSL and UCL)/5-14 circuits/Dispatch/TN(days)  B.2.1.5.5.2  P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN(days)  B.2.1.6.3.1  P-4 UNE ISDN/-6 13 circuits/Dispatch/TN(days)  B.2.1.6.5.2  P-4 UNE ISDN/-=14 circuits/Dispatch/TN(days)  B.2.1.6.5.1  P-4 UNE ISDN/-=14 circuits/Dispatch/TN(days)  B.2.1.6.5.2  P-4 Line Sharing/-6 circuits/Non-Dispatch/TN(days)   |  |
| B.2.1.3.2.1  P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)  B.2.1.3.2.2  P-4 Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(days)  B.2.1.3.2.3  P-4 Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(days)  B.2.1.3.2.4  P-4 Loop + Port Combinations/>=10 circuits/Dispatch In/TN(days)  B.2.1.3.2.4  P-4 Loop + Port Combinations/>=10 circuits/Dispatch In/TN(days)  B.2.1.4.1.1  P-4 Combo Other/<10 circuits/Dispatch/TN(days)  B.2.1.4.2.1  P-4 Combo Other/>=10 circuits/Dispatch/TN(days)  B.2.1.4.2.4  P-4 Combo Other/>=10 circuits/Dispatch In/TN(days)  B.2.1.5.3.1  P-4 xDSL (ADSL, HDSL and UCL)/-6 circuits/Dispatch/TN(days)  B.2.1.5.4.1  P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN(days)  B.2.1.5.5.1  P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/TN(days)  B.2.1.5.5.1  P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/TN(days)  B.2.1.5.5.1  P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/TN(days)  B.2.1.6.3.1  P-4 UNE ISDN/-6 circuits/Dispatch/TN(days)  B.2.1.6.3.1  P-4 UNE ISDN/-6 circuits/Non-Dispatch/TN(days)  B.2.1.6.4.2  P-4 UNE ISDN/-6 13 circuits/Non-Dispatch/TN(days)  B.2.1.6.5.1  P-4 UNE ISDN/-6 13 circuits/Non-Dispatch/TN(days)  B.2.1.6.5.2  P-4 UNE ISDN/-6 13 circuits/Non-Dispatch/TN(days)  B.2.1.6.5.1  P-4 UNE ISDN/-6 13 circuits/Non-Dispatch/TN(days)  B.2.1.6.5.2  P-4 Line Sharing/-6 circuits/Non-Dispatch/TN(days)  |  |
| B.2.1.3.2.2 P-4 Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days) B.2.1.3.2.3 P-4 Loop + Port Combinations/>=10 circuits/Dispatch In/TN(days) B.2.1.3.2.4 P-4 Combo Other/<10 circuits/Dispatch In/TN(days) B.2.1.4.1.1 P-4 Combo Other/<10 circuits/Dispatch/TN(days) B.2.1.4.2.1 P-4 Combo Other/<10 circuits/Dispatch/TN(days) B.2.1.4.2.1 P-4 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.1.4.2.1 P-4 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.1.5.3.1 P-4 Combo Other/>=10 circuits/Dispatch In/TN(days) B.2.1.5.3.1 P-4 xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/TN(days) B.2.1.5.3.2 P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN(days) B.2.1.5.4.2 P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN(days) B.2.1.5.5.1 P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN(days) B.2.1.5.5.1 P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/TN(days) B.2.1.6.3.1 P-4 UNE ISDN/<6 circuits/Dispatch/TN(days) B.2.1.6.3.2 P-4 UNE ISDN/<6 ircuits/Dispatch/TN(days) B.2.1.6.3.1 P-4 UNE ISDN/<6-13 circuits/Non-Dispatch/TN(days) B.2.1.6.5.1 P-4 UNE ISDN/<6-13 circuits/Non-Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/<6-13 circuits/Non-Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/<6-13 circuits/Non-Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/<6-13 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/>=14 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/>=14 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/>=14 circuits/Non-Dispatch/TN(days)  |  |
| B.2.1.3.2.3 P-4 Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(days) B.2.1.3.2.4 P-4 Loop + Port Combinations/>=10 circuits/Dispatch In/TN(days) B.2.1.4.1.1 P-4 Combo Other/<10 circuits/Dispatch In/TN(days) B.2.1.4.2.1 P-4 Combo Other/>=10 circuits/Dispatch In/TN(days) B.2.1.4.2.1 P-4 Combo Other/>=10 circuits/Dispatch In/TN(days) B.2.1.5.3.1 P-4 xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/TN(days) B.2.1.5.3.2 P-4 xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/TN(days) B.2.1.5.3.1 P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days) B.2.1.5.4.2 P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days) B.2.1.5.4.2 P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days) B.2.1.5.5.2 P-4 xDSL (ADSL, HDSL and UCL)/5-14 circuits/Dispatch/TN(days) B.2.1.5.5.2 P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN(days) B.2.1.5.5.2 P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/TN(days) B.2.1.6.3.1 P-4 UNE ISDN/-6 circuits/Dispatch/TN(days) B.2.1.6.3.2 P-4 UNE ISDN/-6 circuits/Dispatch/TN(days) B.2.1.6.4.1 P-4 UNE ISDN/-6 circuits/Dispatch/TN(days) B.2.1.6.4.2 P-4 UNE ISDN/-13 circuits/Dispatch/TN(days) B.2.1.6.5.1 P-4 UNE ISDN/-=14 circuits/Dispatch/TN(days) B.2.1.6.5.1 P-4 UNE ISDN/-=14 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/-=14 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/-=14 circuits/Dispatch/TN(days) B.2.1.6.5.1 P-4 UNE ISDN/-=14 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/-=14 circuits/Dispatch/TN(days) B.2.1.6.3.1 P-4 UNE ISDN/-=14 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/-=14 circuits/Dispatch/TN(days)  |  |
| B.2.1.3.2.4  P-4 Loop + Port Combinations/>=10 circuits/Dispatch In/TN(days)  B.2.1.4.1.1  P-4 Combo Other/<10 circuits/Dispatch/TN(days)  B.2.1.4.2.1  P-4 Combo Other/<10 circuits/Dispatch/TN(days)  B.2.1.4.2.1  P-4 Combo Other/>=10 circuits/Dispatch/TN(days)  B.2.1.4.2.4  P-4 Combo Other/>=10 circuits/Dispatch/TN(days)  B.2.1.5.3.1  P-4 xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/TN(days)  B.2.1.5.3.2  P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days)  B.2.1.5.4.1  P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days)  B.2.1.5.5.2  P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days)  B.2.1.5.5.1  P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN(days)  B.2.1.5.5.2  P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN(days)  B.2.1.6.3.1  P-4 UNE ISDN/-6 circuits/Dispatch/TN(days)  B.2.1.6.3.1  P-4 UNE ISDN/-6 circuits/Dispatch/TN(days)  B.2.1.6.4.2  P-4 UNE ISDN/-3 circuits/Dispatch/TN(days)  B.2.1.6.5.1  P-4 UNE ISDN/-=14 circuits/Dispatch/TN(days)  B.2.1.6.5.2  P-4 Line Sharing/-6 circuits/Dispatch/TN(days)   |  |
| B.2.1.4.1.1 P-4 Combo Other/<10 circuits/Dispatch/TN(days) B.2.1.4.2.1 P-4 Combo Other/<10 circuits/Dispatch In/TN(days) B.2.1.4.2.1 P-4 Combo Other/>10 circuits/Dispatch In/TN(days) B.2.1.4.2.4 P-4 Combo Other/>10 circuits/Dispatch In/TN(days) B.2.1.5.3.1 P-4 Combo Other/>=10 circuits/Dispatch In/TN(days) B.2.1.5.3.2 P-4 XDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/TN(days) B.2.1.5.3.2 P-4 XDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days) B.2.1.5.4.1 P-4 XDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN(days) B.2.1.5.5.1 P-4 XDSL (ADSL, HDSL and UCL)/5-14 circuits/Dispatch/TN(days) B.2.1.5.5.1 P-4 XDSL (ADSL, HDSL and UCL)/5-14 circuits/Dispatch/TN(days) B.2.1.6.3.1 P-4 UNE ISDN/<6 circuits/Dispatch/TN(days) B.2.1.6.3.2 P-4 UNE ISDN/<6 circuits/Dispatch/TN(days) B.2.1.6.3.4 P-4 UNE ISDN/<6 3 circuits/Dispatch/TN(days) B.2.1.6.5.5 P-4 UNE ISDN/5-13 circuits/Dispatch/TN(days) B.2.1.6.5.1 P-4 UNE ISDN/5-13 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/5-14 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/5-14 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 Line Sharing/<6 circuits/Dispatch/TN(days)  |  |
| B.2.1.4.1.4  P-4 Combo Other/<10 circuits/Dispatch In/TN(days) B.2.1.4.2.1  P-4 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.1.6.3.1  P-4 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.1.5.3.1  P-4 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.1.5.3.1  P-4 xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/TN(days) B.2.1.5.3.2  P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days) B.2.1.5.4.2  P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days) B.2.1.5.5.1  P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN(days) B.2.1.5.5.2  P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN(days) B.2.1.6.3.1  P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/TN(days) B.2.1.6.3.2  P-4 UNE ISDN/<6 circuits/Dispatch/TN(days) B.2.1.6.4.1  P-4 UNE ISDN/6-13 circuits/Dispatch/TN(days) B.2.1.6.5.2  P-4 UNE ISDN/6-13 circuits/Dispatch/TN(days) B.2.1.6.5.1  P-4 UNE ISDN/=14 circuits/Dispatch/TN(days) B.2.1.6.5.2  P-4 UNE ISDN/=14 circuits/Dispatch/TN(days)   |  |
| B.2.1.4.2.1 P-4 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.1.4.2.4 P-4 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.1.5.3.1 P-4 xDSL (ADSL, HDSL and UCL)/-6 circuits/Dispatch/TN(days) B.2.1.5.3.2 P-4 xDSL (ADSL, HDSL and UCL)/-6 circuits/Dispatch/TN(days) B.2.1.5.4.1 P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days) B.2.1.5.4.2 P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days) B.2.1.5.5.2 P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN(days) B.2.1.5.5.2 P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN(days) B.2.1.6.3.1 P-4 UNE ISDN/-6 circuits/Dispatch/TN(days) B.2.1.6.3.2 P-4 UNE ISDN/-6 circuits/Dispatch/TN(days) B.2.1.6.4.1 P-4 UNE ISDN/-6 circuits/Dispatch/TN(days) B.2.1.6.4.2 P-4 UNE ISDN/-6 13 circuits/Dispatch/TN(days) B.2.1.6.5.1 P-4 UNE ISDN/-6 13 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/-6 13 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/-6 13 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/-14 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/-14 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 Line Sharing/-6 circuits/Dispatch/TN(days)   |  |
| B.2.1.4.2.4 P-4 Combo Other/>=10 circuits/Dispatch In/TN(days) B.2.1.5.3.1 P-4 xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/TN(days) B.2.1.5.3.2 P-4 xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/TN(days) B.2.1.5.4.1 P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days) B.2.1.5.4.2 P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days) B.2.1.5.5.1 P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN(days) B.2.1.5.5.2 P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN(days) B.2.1.6.3.1 P-4 UNE ISDN/<-6 circuits/Dispatch/TN(days) B.2.1.6.3.2 P-4 UNE ISDN/<-6 circuits/Dispatch/TN(days) B.2.1.6.3.2 P-4 UNE ISDN/<-6 circuits/Dispatch/TN(days) B.2.1.6.3.2 P-4 UNE ISDN/<-13 circuits/Dispatch/TN(days) B.2.1.6.4.2 P-4 UNE ISDN/>=14 circuits/Dispatch/TN(days) B.2.1.6.5.1 P-4 UNE ISDN/>=14 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 Line Sharing/<-6 circuits/Dispatch/TN(days)  |  |
| B.2.1.5.3.1 P-4 XDSL (ADSL, HDSL and UCL)/-6 circuits/Dispatch/TN(days) B.2.1.5.3.2 P-4 xDSL (ADSL, HDSL and UCL)/-6 circuits/Non-Dispatch/TN(days) B.2.1.5.4.2 P-4 xDSL (ADSL, HDSL and UCL)/-6 13 circuits/Dispatch/TN(days) B.2.1.5.5.1 P-4 xDSL (ADSL, HDSL and UCL)/-6-13 circuits/Non-Dispatch/TN(days) B.2.1.5.5.1 P-4 xDSL (ADSL, HDSL and UCL)/->-14 circuits/Dispatch/TN(days) B.2.1.6.3.1 P-4 UNE ISDN/-6 circuits/Dispatch/TN(days) B.2.1.6.3.2 P-4 UNE ISDN/-6 circuits/Dispatch/TN(days) B.2.1.6.4.1 P-4 UNE ISDN/-6 13 circuits/Dispatch/TN(days) B.2.1.6.4.1 P-4 UNE ISDN/-6-13 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/-6-13 circuits/Dispatch/TN(days) B.2.1.6.5.1 P-4 UNE ISDN/-6-13 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/-14 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 Line Sharing/-6 circuits/Dispatch/TN(days)   |  |
| B.2.1.5.3.2   P-4   xDSL (ADSL, HDSL and UCL)/-6 circuits/Non-Dispatch/TN(days)   |  |
| B.2.1.5.4.1   |  |
| B.2.1.5.4.2 P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN(days) B.2.1.5.5.1 P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN(days) B.2.1.6.3.2 P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN(days) B.2.1.6.3.1 P-4 UNE ISDN/-6 circuits/Dispatch/TN(days) B.2.1.6.3.2 P-4 UNE ISDN/-6 circuits/Non-Dispatch/TN(days) B.2.1.6.4.2 P-4 UNE ISDN/-6-13 circuits/Dispatch/TN(days) B.2.1.6.5.1 P-4 UNE ISDN/-=14 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/-=14 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/-=14 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/-=14 circuits/Dispatch/TN(days) B.2.1.7.3.1 P-4 Line Sharing/-6 circuits/Dispatch/TN(days)  |  |
| B.2.1.5.5.1 P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN(days) B.2.1.5.5.2 P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/TN(days) B.2.1.6.3.1 P-4 UNE ISDN/-6 circuits/Non-Dispatch/TN(days) B.2.1.6.3.2 P-4 UNE ISDN/-6 circuits/Non-Dispatch/TN(days) B.2.1.6.4.1 P-4 UNE ISDN/6-13 circuits/Dispatch/TN(days) B.2.1.6.4.2 P-4 UNE ISDN/6-13 circuits/Non-Dispatch/TN(days) B.2.1.6.5.1 P-4 UNE ISDN/>=14 circuits/Non-Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/>=14 circuits/Non-Dispatch/TN(days) B.2.1.7.3.1 P-4 Line Sharing/<-6 circuits/Dispatch/TN(days)   |  |
| B.2.1.5.5.2   |  |
| B.2.1.6.3.1   P-4   UNE ISDN/-6 circuits/Dispatch/TN(days)     B.2.1.6.3.2   P-4   UNE ISDN/-6 circuits/Non-Dispatch/TN(days)     B.2.1.6.4.1   P-4   UNE ISDN/-6-13 circuits/Dispatch/TN(days)     B.2.1.6.4.2   P-4   UNE ISDN/-6-13 circuits/Non-Dispatch/TN(days)     B.2.1.6.5.1   P-4   UNE ISDN/14 circuits/Dispatch/TN(days)     B.2.1.6.5.2   P-4   UNE ISDN/14 circuits/Dispatch/TN(days)     B.2.1.7.3.1   P-4   Line Sharing/-6 circuits/Dispatch/TN(days)  |  |
| B.2.1.6.3.2 P-4 UNE ISDN/-6 circuits/Non-Dispatch/TN(days) B.2.1.6.4.1 P-4 UNE ISDN/6-13 circuits/Dispatch/TN(days) B.2.1.6.4.2 P-4 UNE ISDN/6-13 circuits/Non-Dispatch/TN(days) B.2.1.6.5.1 P-4 UNE ISDN/5-14 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/5-14 circuits/Dispatch/TN(days) B.2.1.7.3.1 P-4 Line Sharing/-6 circuits/Dispatch/TN(days)   |  |
| B.2.1.6.4.1 P-4 UNE ISDN/6-13 circuits/Dispatch/TN(days) B.2.1.6.4.2 P-4 UNE ISDN/6-13 circuits/Non-Dispatch/TN(days) B.2.1.6.5.1 P-4 UNE ISDN/s-14 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/s-14 circuits/Non-Dispatch/TN(days) B.2.1.7.3.1 P-4 Line Sharing/<6 circuits/Dispatch/TN(days)  |  |
| B.2.1.6.4.2         P-4         UNE ISDN/6-13 circuits/Non-Dispatch/TN(days)           B.2.1.6.5.1         P-4         UNE ISDN/s=14 circuits/Dispatch/TN(days)           B.2.1.6.5.2         P-4         UNE ISDN/s=14 circuits/Dispatch/TN(days)           B.2.1.7.3.1         P-4         Line Sharing/c6 circuits/Dispatch/TN(days)   |  |
| B.2.1.6.5.1 P-4 UNE ISDN/>=14 circuits/Dispatch/TN(days) B.2.1.6.5.2 P-4 UNE ISDN/>=14 circuits/Non-Dispatch/TN(days) B.2.1.7.3.1 P-4 Line Sharing/<6 circuits/Dispatch/TN(days)  |  |
| B.2.1.6.5.2 P-4 UNE ISDN/>=14 circuits/Non-Dispatch/TN(days) B.2.1.7.3.1 P-4 Line Sharing/<6 circuits/Dispatch/TN(days)   |  |
| B.2.1.7.3.1 P-4 Line Sharing/<6 circuits/Dispatch/TN(days)  |  |
|   |  |
| DOATED DA Line Charles / College to Mary Dispersion (TN/decis)  |  |
| B.2.1.7.3.2 P-4 Line Sharing/<6 circuits/Non-Dispatch/TN(days)  |  |
| B.2.1.7.4.1 P-4 Line Sharing/6-13 circuits/Dispatch/TN(days)  |  |
| B.2.1.7.4.2 P-4 Line Sharing/6-13 circuits/Non-Dispatch/TN(days)  |  |
| B.2.1.7.5.1 P-4 Line Sharing/>=14 circuits/Dispatch/TN(days)  |  |
| B.2.1.7.5.2 P-4 Line Sharing/>=14 circuits/Non-Dispatch/TN(days)  |  |
| B.2.1.8.1.1 P-4 2W Analog Loop Design/<10 circuits/Dispatch/TN(days)  |  |
| B.2.1.8.1.2 P-4 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)  |  |

| R&B (POTS)<br>R&B (POTS)<br>R&B (POTS)<br>R&B (POTS)<br>DS1/DS3<br>DS1/DS3<br>DS1/DS3<br>DS1/DS3 |
|--|
| R&B  |
| R&B  |
| R&B<br>R&B   |
| R&B<br>R&B   |
| R&B  |
| R&B  |
| R&B  |
| R&B&D - Disp   |
| R&B&D - Disp   |
| R&B&D - Disp   |
| R&B&D - Disp<br>ADSL to Retail   |
| ADSL to Retail   |
| ADSL to Retail   |
| ADSL to Retail   |
| ADSL to Retail   |
| ADSL to Retail   |
| ISDN - BRI   |
| ISDN - BRI   |
| ISDN - BRI   |
| ISDN - BRI<br>ISDN - BRI   |
| ISDN - BRI   |
| ADSL to Retail   |
| R&B - Disp   |
| R&B - Disp   |
|  |

| 5.28  | 20,967   |       |       | 6.041          |          |         | ·   |
|-------|--|-------|-------|----------------|----------|---------|-----|
| 0.94  | 253,591  |       |       | 1.358          |          |         |     |
| 13.22 | 81   |       |       | 16.237         |          |         |     |
| 1.17  | 2  |       |       | 1.181          |          |         |     |
|       |  | 9.00  | 2     |                |          |         |     |
|       |  |       |       |                |          |         |     |
|       |  |       |       |                |          |         |     |
|       |  |       |       |                |          |         |     |
| 5.29  | 21,223   | 3.01  | 131   | 6.173          | 0.54103  | 4.2138  | YES |
| 0.94  | 254,627  | 0.88  | 2,304 | 1.370          | 0.02868  | 2.2029  | YES |
| 0.34  | 111,772  | 0.34  | 1,184 | 0.340          | 0.00993  | -0.4463 | YES |
| 1.62  | 119,995  | 1.44  | 1,120 | 1.735          | 0.05208  | 3.3564  | YES |
| 14.93 | 95   | 1.00  | 1     | 17.535         | 17.62685 | 0.7901  | YES |
| 3.91  | 47   | 1.33  | 3     | 10.869         | 6.47245  | 0.3986  | YES |
| 0.33  | 27   |       |       | 0.000          |          |         |     |
| 8.75  | 20   | 1.33  | 3     | 15.593         | 9.65430  | 0.7682  | YES |
| 7.50  | 23,825   |       |       | 12.004         |          |         |     |
|       |  |       |       |                |          |         |     |
| 14.56 | 102  |       |       | 16.996         |          |         |     |
|       |  |       |       |                |          |         |     |
| 3.79  | 367  | 4.61  | 176   | 5.605          | 0.51392  | -1.5956 | YES |
| 2.74  | 115  |       |       | 1.516          |          |         |     |
|       |  |       |       |                |          |         |     |
|       |  |       |       |                |          |         |     |
|       |  |       |       |                |          |         |     |
|       |  |       |       |                |          |         |     |
| 14.09 | 391  | 11.44 | 62    | 18.167         | 2.48334  | 1.0671  | YES |
| 1.73  | 387  |       |       | 3.026          |          |         |     |
| 11.00 | 3  |       |       | 0.000          |          |         |     |
| 0.33  | 2  |       |       | 0.000          |          |         |     |
|       |  |       |       |                |          |         |     |
| 0.70  | 007  |       |       | 5.005          |          |         |     |
| 3.79  | 367  |       |       | 5.605          |          |         |     |
| 2.74  | 115  | 3.63  | 57    | 1.516          | 0.24564  | -3.6233 | NO  |
|       |  |       |       | +              |          |         |     |
|       | <del>                                     </del> |       |       | +              |          |         |     |
|       | <del>                                     </del> |       |       | +              |          |         |     |
| F 00  | 04.000   | 4.05  | 400   | 0.470          | 0.54200  | 0.0444  | ٧٢٥ |
| 5.29  | 21,223<br>21,223                                 | 4.85  | 130   | 6.173<br>6.173 | 0.54309  | 0.8114  | YES |

|                              | Tennessee, July 2001 |   | Benchmark /                                    | BST           | BST               | CLEC    | CLEC   | Standard        | Standard |  |        |
|------------------------------|----------------------|---|--|---------------|-------------------|---------|--------|-----------------|----------|--|--------|
|                              |                      | •   | Analog   | Measure       | Volume            | Measure | Volume | Deviation       | Error    | ZScore   | Equity |
| B.2.1.8.2.1                  | P-4                  | 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)   | R&B - Disp                                     | 14.93         | 95                |         |        | 17.535          | 1        | T T  |        |
| B.2.1.8.2.2                  | P-4                  | 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)   | R&B - Disp                                     | 14.93         | 95                |         |        | 17.535          |          |  |        |
| B.2.1.9.1.1                  | P-4                  | 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)  | R&B (POTS) excl SB Or                          | 5.28          | 20,964            |         |        | 6.041           |          |  |        |
| B.2.1.9.1.4                  | P-4                  | 2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(days)   | R&B (POTS) excl SB Or                          | 1.61          | 119,453           |         |        | 1.723           |          |  |        |
| B.2.1.9.2.1                  | P-4                  | 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)   | R&B (POTS) excl SB Or                          | 13.22         | 81                |         |        | 16.237          |          |  |        |
| B.2.1.9.2.4                  | P-4                  | 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(days)  | R&B (POTS) excl SB Or                          | 2.00          | 1                 |         |        | 0.000           |          |  |        |
| B.2.1.10.1.1                 | P-4                  | 2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)  | R&B - Disp                                     | 5.29          | 21,223            |         |        | 6.173           |          |  |        |
| B.2.1.10.1.2                 | P-4                  | 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)  | R&B - Disp                                     | 5.29          | 21,223            |         |        | 6.173           |          |  |        |
| B.2.1.10.2.1                 | P-4                  | 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days)   | R&B - Disp                                     | 14.93         | 95                |         |        | 17.535          |          | <b>├</b>   |        |
| B.2.1.10.2.2                 | P-4                  | 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)   | R&B - Disp                                     | 14.93         | 95                |         |        | 17.535          |          | <b>├</b>   |        |
| B.2.1.11.1.1<br>B.2.1.11.1.4 | P-4<br>P-4           | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)  2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(days) | R&B (POTS) excl SB Or                          | 5.28<br>1.61  | 20,964<br>119,453 |         |        | 6.041<br>1.723  |          | <del>                                     </del> |        |
| B.2.1.11.1.4<br>B.2.1.11.2.1 | P-4                  | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)  | R&B (POTS) excl SB Or<br>R&B (POTS) excl SB Or | 13.22         | 81                |         |        | 16.237          |          | +  |        |
| B.2.1.11.2.4                 | P-4                  | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(days)  | R&B (POTS) excl SB Or                          | 2.00          | 1                 |         |        | 0.000           |          | <del>                                     </del> |        |
| B.2.1.12.1.1                 | P-4                  | 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)  | R&B - Disp                                     | 5.29          | 21,223            | 4.97    | 148    | 6.173           | 0.50921  | 0.6373   | YES    |
| B.2.1.12.1.2                 | P-4                  | 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)  | R&B - Disp                                     | 5.29          | 21,223            | 4.51    | 140    | 6.173           | 0.30321  | 0.0373   | 11.0   |
| B.2.1.12.2.1                 | P-4                  | 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(days)   | R&B - Disp                                     | 14.93         | 95                |         |        | 17.535          |          |  |        |
| B.2.1.12.2.2                 | P-4                  | 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days)   | R&B - Disp                                     | 14.93         | 95                |         |        | 17.535          |          |  |        |
| B.2.1.13.1.1                 | P-4                  | 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(days)  | R&B (POTS) excl SB Or                          | 5.28          | 20,964            |         |        | 6.041           |          |  |        |
| B.2.1.13.1.4                 | P-4                  | 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(days)   | R&B (POTS) excl SB Or                          | 1.61          | 119,453           |         |        | 1.723           |          |  |        |
| B.2.1.13.2.1                 | P-4                  | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days)   | R&B (POTS) excl SB Or                          | 13.22         | 81                |         |        | 16.237          |          |  |        |
| B.2.1.13.2.4                 | P-4                  | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(days)  | R&B (POTS) excl SB Or                          | 2.00          | 1                 |         |        | 0.000           |          |  |        |
| B.2.1.14.1.1                 | P-4                  | Other Design/<10 circuits/Dispatch/TN(days)   | Design   | 25.44         | 2,605             | 8.85    | 11     | 25.422          | 7.68110  | 2.1597   | YES    |
| B.2.1.14.1.2                 | P-4                  | Other Design/<10 circuits/Non-Dispatch/TN(days)   | Design   | 4.02          | 587               |         |        | 9.077           |          |  |        |
| B.2.1.14.2.1                 | P-4                  | Other Design/>=10 circuits/Dispatch/TN(days)  | Design   | 9.57          | 7                 |         |        | 3.780           |          |  |        |
| B.2.1.14.2.2                 | P-4                  | Other Design/>=10 circuits/Non-Dispatch/TN(days)  | Design   | 3.87          | 10                |         |        | 3.540           |          |  |        |
| B.2.1.15.1.1                 | P-4                  | Other Non-Design/<10 circuits/Dispatch/TN(days)   | R&B  | 5.29          | 21,223            | 6.07    | 30     | 6.173           | 1.12788  | -0.6846  | YES    |
| B.2.1.15.1.2                 | P-4                  | Other Non-Design/<10 circuits/Non-Dispatch/TN(days)   | R&B  | 0.94          | 254,627           | 0.33    | 1      | 1.370           | 1.37040  | 0.4444   | YES    |
| B.2.1.15.2.1                 | P-4                  | Other Non-Design/>=10 circuits/Dispatch/TN(days)  | R&B  | 14.93         | 95                |         |        | 17.535          |          |  |        |
| B.2.1.15.2.2                 | P-4                  | Other Non-Design/>=10 circuits/Non-Dispatch/TN(days)  | R&B  | 3.91          | 47                |         |        | 10.869          |          |  |        |
| B.2.1.16.1.1                 | P-4                  | INP (Standalone)/<10 circuits/Dispatch/TN(days)   | R&B (POTS)                                     | 5.28          | 20,967            |         |        | 6.041           |          |  | \/=0   |
| B.2.1.16.1.2                 | P-4                  | INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)   | R&B (POTS)                                     | 0.94          | 253,591           | 0.33    | 1      | 1.358           | 1.35760  | 0.4465   | YES    |
| B.2.1.16.2.1                 | P-4<br>P-4           | INP (Standalone)/>=10 circuits/Dispatch/TN(days)  | R&B (POTS)<br>R&B (POTS)                       | 13.22<br>1.17 | 81<br>2           |         |        | 16.237<br>1.181 |          | <del>                                     </del> |        |
| B.2.1.16.2.2                 | P-4<br>P-4           | INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)  LNP (Standalone)/<10 circuits/Dispatch/TN(days)                             |  | 5.28          | 20,967            | 6.00    | 1      | 6.041           | 6.04154  | -0.1197  | YES    |
| B.2.1.17.1.1<br>B.2.1.17.1.2 | P-4<br>P-4           | LNP (Standalone)/<10 circuits/Dispatch/TN(days)  LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)                              | R&B (POTS)<br>R&B (POTS)                       | 0.94          | 253,591           | 0.54    | 333    | 1.358           | 0.07444  | 5.3213   | YES    |
| B.2.1.17.1.2<br>B.2.1.17.2.1 | P-4                  | LNP (Standalone)/>=10 circuits/Noir-Dispatch/TN(days)   | R&B (POTS)                                     | 13.22         | 81                | 0.33    | 1      | 16.237          | 16.33732 | 0.7889   | YES    |
| B.2.1.17.2.1                 | P-4                  | LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)  | R&B (POTS)                                     | 1.17          | 2                 | 0.33    | 7      | 1.181           | 0.94683  | 0.8819   | YES    |
| B.2.1.18.1.1                 | P-4                  | Digital Loop < DS1/<10 circuits/Dispatch/TN(days)   | Digital Loop < DS1                             | 18.43         | 426               | 6.86    | 188    | 12.373          | 1.08335  | 10.6742  | YES    |
| B.2.1.18.1.2                 | P-4                  | Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)   | Digital Loop < DS1                             | 9.76          | 126               | 0.00    | 100    | 10.795          | 1.00000  | 10.07 42   | 120    |
| B.2.1.18.2.1                 | P-4                  | Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)  | Digital Loop < DS1                             | 0.70          | 120               |         |        | 10.700          |          |  |        |
| B.2.1.18.2.2                 | P-4                  | Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)  | Digital Loop < DS1                             |               |                   |         |        |                 |          |  |        |
| B.2.1.19.1.1                 | P-4                  | Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)  | Digital Loop >= DS1                            | 14.80         | 138               | 6.26    | 116    | 14.216          | 1.79066  | 4.7723   | YES    |
| B.2.1.19.1.2                 | P-4                  | Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(days)  | Digital Loop >= DS1                            | 5.91          | 43                |         |        | 5.714           |          |  |        |
| B.2.1.19.2.1                 | P-4                  | Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days)   | Digital Loop >= DS1                            |               |                   |         |        |                 |          |  |        |
| B.2.1.19.2.2                 | P-4                  | Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days)   | Digital Loop >= DS1                            |               |                   |         |        |                 |          |  |        |
|                              | Order                | Completion Interval within X days   |  |               |                   |         |        |                 |          |  |        |
| B.2.2.1                      | P-4                  | xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/TN(days)  | 14 days  |               |                   |         |        |                 |          |  |        |
| B.2.2.2                      | P-4                  | xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/TN(days)  | 7 days   |               |                   | 4.61    | 176    |                 |          |  | YES    |
| D.L.L.L                      |                      |   | r days   |               |                   | 4.01    | 170    |                 |          |  | 120    |
|                              | Held C               |   |  |               |                   |         |        |                 |          |  |        |
| B.2.3.1.1.1                  | P-1                  | Switch Ports/<10 circuits/Facility/TN(days)   | R&B (POTS)                                     | 10.70         | 170               |         |        | 10.761          |          | <b>├</b>   |        |
| B.2.3.1.1.2                  | P-1                  | Switch Ports/<10 circuits/Equipment/TN(days)  | R&B (POTS)                                     | 0.00          | 0                 |         |        |                 |          | $\longmapsto$                                    |        |
| B.2.3.1.1.3                  | P-1                  | Switch Ports/<10 circuits/Other/TN(days)  | R&B (POTS)                                     | 13.41         | 17                | 1       |        | 12.674          | ļ        | $\longmapsto$                                    |        |
| B.2.3.1.2.1                  | P-1                  | Switch Ports/>=10 circuits/Facility/TN(days)  | R&B (POTS)                                     | 0.00          | 0                 |         |        | <del> </del>    |          | $\longmapsto$                                    |        |
| B.2.3.1.2.2<br>B.2.3.1.2.3   | P-1<br>P-1           | Switch Ports/>=10 circuits/Equipment/TN(days) Switch Ports/>=10 circuits/Other/TN(days)   | R&B (POTS)<br>R&B (POTS)                       | 0.00          | 0                 |         |        | 1               |          | $\vdash$   |        |
| B.2.3.1.2.3<br>B.2.3.2.1.1   | P-1<br>P-1           | Local Interoffice Transport/<10 circuits/Facility/TN(days)  | DS1/ DS3 - Interoffice                         | 0.00          | U                 | 0.00    | 0      | 1               | -        | ├──┤   |        |
| B.2.3.2.1.1<br>B.2.3.2.1.2   | P-1                  | Local Interoffice Transport/<10 circuits/Facility/TN(days)  Local Interoffice Transport/<10 circuits/Equipment/TN(days)           | DS1/ DS3 - Interoffice                         |               | 1                 | 0.00    | 0      | 1               |          | $\vdash$   |        |
| B.2.3.2.1.2<br>B.2.3.2.1.3   | P-1                  | Local Interoffice Transport/<10 circuits/Equipment/TN(days)   | DS1/ DS3 - Interoffice                         |               |                   | 0.00    | 0      | <del> </del>    |          | <del>                                     </del> |        |
| D.L.U.L. 1.U                 | <u> </u>             | Local meremos transport vio onoune/outen/ trajuaye/   | DO 1/ DOS - IIILEIONICE                        |               | ·                 | 0.00    | J      | 1               | 1        |  |        |

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| B.2.3.2.2.1                  | P-1        | Local Interoffice Transport/>=10 circuits/Facility/TN(days)   |
|------------------------------|------------|---|
| B.2.3.2.2.2                  | P-1        | Local Interoffice Transport/>=10 circuits/Equipment/TN(days)  |
| B.2.3.2.2.3                  | P-1        | Local Interoffice Transport/>=10 circuits/Other/TN(days)  |
| B.2.3.3.1.1                  | P-1        | Loop + Port Combinations/<10 circuits/Facility/TN(days)   |
| B.2.3.3.1.2                  | P-1        | Loop + Port Combinations/<10 circuits/Equipment/TN(days)  |
| B.2.3.3.1.3                  | P-1        | Loop + Port Combinations/<10 circuits/Other/TN(days)  |
| B.2.3.3.2.1                  | P-1        | Loop + Port Combinations/>=10 circuits/Facility/TN(days)  |
| B.2.3.3.2.2                  | P-1        | Loop + Port Combinations/>=10 circuits/Equipment/TN(days)   |
| B.2.3.3.2.3                  | P-1        | Loop + Port Combinations/>=10 circuits/Other/TN(days)   |
| B.2.3.4.1.1                  | P-1        | Combo Other/<10 circuits/Facility/TN(days)  |
| B.2.3.4.1.2                  | P-1        | Combo Other/<10 circuits/Equipment/TN(days)   |
| B.2.3.4.1.3                  | P-1        | Combo Other/<10 circuits/Other/TN(days)   |
| B.2.3.4.2.1                  | P-1        | Combo Other/>=10 circuits/Facility/TN(days)   |
| B.2.3.4.2.2                  | P-1        | Combo Other/>=10 circuits/Equipment/TN(days)  |
| B.2.3.4.2.3                  | P-1        | Combo Other/>=10 circuits/Other/TN(days)  |
| B.2.3.5.1.1                  | P-1        | xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/TN(days)  |
|                              | P-1        |   |
| B.2.3.5.1.2                  | P-1        | xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/TN(days)   |
| B.2.3.5.1.3                  |            | xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/TN(days)   |
| B.2.3.5.2.1                  | P-1        | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/TN(days)   |
| B.2.3.5.2.2                  | P-1        | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/TN(days)  |
| B.2.3.5.2.3                  | P-1        | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/TN(days)  |
| B.2.3.6.1.1                  | P-1        | UNE ISDN/<10 circuits/Facility/TN(days)   |
| B.2.3.6.1.2                  | P-1        | UNE ISDN/<10 circuits/Equipment/TN(days)  |
| B.2.3.6.1.3                  | P-1        | UNE ISDN/<10 circuits/Other/TN(days)  |
| B.2.3.6.2.1                  | P-1        | UNE ISDN/>=10 circuits/Facility/TN(days)  |
| B.2.3.6.2.2                  | P-1        | UNE ISDN/>=10 circuits/Equipment/TN(days)   |
| B.2.3.6.2.3                  | P-1        | UNE ISDN/>=10 circuits/Other/TN(days)   |
| B.2.3.7.1.1                  | P-1        | Line Sharing/<10 circuits/Facility/TN(days)   |
| B.2.3.7.1.2                  | P-1        | Line Sharing/<10 circuits/Equipment/TN(days)  |
| B.2.3.7.1.3                  | P-1        | Line Sharing/<10 circuits/Other/TN(days)  |
| B.2.3.7.2.1                  | P-1        | Line Sharing/>=10 circuits/Facility/TN(days)  |
| B.2.3.7.2.2                  | P-1        | Line Sharing/>=10 circuits/Equipment/TN(days)   |
| B.2.3.7.2.3                  | P-1        | Line Sharing/>=10 circuits/Other/TN(days)   |
| B.2.3.8.1.1                  | P-1        | 2W Analog Loop Design/<10 circuits/Facility/TN(days)  |
| B.2.3.8.1.2                  | P-1        | 2W Analog Loop Design/<10 circuits/Equipment/TN(days)   |
| B.2.3.8.1.3                  | P-1        | 2W Analog Loop Design/<10 circuits/Other/TN(days)   |
| B.2.3.8.2.1                  | P-1        | 2W Analog Loop Design/>=10 circuits/Facility/TN(days)   |
| B.2.3.8.2.2                  | P-1        | 2W Analog Loop Design/>=10 circuits/Equipment/TN(days)  |
| B.2.3.8.2.3                  | P-1        | 2W Analog Loop Design/>=10 circuits/Other/TN(days)  |
| B.2.3.9.1.1                  | P-1        | 2W Analog Loop Non-Design/<10 circuits/Facility/TN(days)  |
| B.2.3.9.1.2                  | P-1        | 2W Analog Loop Non-Design/<10 circuits/Equipment/TN(days)   |
| B.2.3.9.1.3                  | P-1        | 2W Analog Loop Non-Design/<10 circuits/Equipment/TN(days)   |
| B.2.3.9.2.1                  | P-1        | 2W Analog Loop Non-Design/<10 circuits/Griel/TN(days)  2W Analog Loop Non-Design/>=10 circuits/Facility/TN(days)        |
| B.2.3.9.2.1                  | P-1        | 2W Analog Loop Non-Design/>=10 circuits/Facility/ M(days)  2W Analog Loop Non-Design/>=10 circuits/Equipment/TN(days)   |
| B.2.3.9.2.2<br>B.2.3.9.2.3   | P-1        | 2W Analog Loop Non-Design/>=10 circuits/Equipment/TN(days)  2W Analog Loop Non-Design/>=10 circuits/Other/TN(days)      |
| B.2.3.10.1.1                 | P-1        | 2W Analog Loop w/INP Design/<10 circuits/Facility/TN(days)  |
| B.2.3.10.1.1<br>B.2.3.10.1.2 | P-1        | 2W Analog Loop w/INP Design/<10 circuits/Facility/TN(days)  2W Analog Loop w/INP Design/<10 circuits/Equipment/TN(days) |
| B.2.3.10.1.2<br>B.2.3.10.1.3 | P-1        | 2W Analog Loop w/INP Design/<10 circuits/Equipment/TN(days)  2W Analog Loop w/INP Design/<10 circuits/Other/TN(days)    |
| B.2.3.10.1.3<br>B.2.3.10.2.1 | P-1        | 2W Analog Loop W/INP Design/<10 circuits/Other/TN(days)  2W Analog Loop W/INP Design/>=10 circuits/Facility/TN(days)    |
| B.2.3.10.2.1<br>B.2.3.10.2.2 | P-1        |   |
|                              | P-1<br>P-1 | 2W Analog Loop w/INP Design/>=10 circuits/Equipment/TN(days)  |
| B.2.3.10.2.3                 |            | 2W Analog Loop w/INP Design/>=10 circuits/Other/TN(days)  |
| B.2.3.11.1.1                 | P-1<br>P-1 | 2W Analog Loop w/INP Non-Design/<10 circuits/Facility/TN(days)  |
| B.2.3.11.1.2                 | P-1<br>P-1 | 2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/TN(days)   |
| B.2.3.11.1.3                 |            | 2W Analog Loop w/INP Non-Design/<10 circuits/Other/TN(days)   |
| B.2.3.11.2.1                 | P-1        | 2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/TN(days)   |
| B.2.3.11.2.2                 | P-1        | 2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/TN(days)  |
| B.2.3.11.2.3                 | P-1        | 2W Analog Loop w/INP Non-Design/>=10 circuits/Other/TN(days)  |
| B.2.3.12.1.1                 | P-1        | 2W Analog Loop w/LNP Design/<10 circuits/Facility/TN(days)  |
| B.2.3.12.1.2                 | P-1        | 2W Analog Loop w/LNP Design/<10 circuits/Equipment/TN(days)   |
| B.2.3.12.1.3                 | P-1        | 2W Analog Loop w/LNP Design/<10 circuits/Other/TN(days)   |
| B.2.3.12.2.1                 | P-1        | 2W Analog Loop w/LNP Design/>=10 circuits/Facility/TN(days)   |
|                              |            |   |

| Benchmark /<br>Analog  |
|--|
| DS1/ DS3 - Interoffice<br>DS1/ DS3 - Interoffice<br>DS1/ DS3 - Interoffice<br>R&B<br>R&B<br>R&B<br>R&B<br>R&B<br>R&B   |
| R&B&D - Disp ADSL to Retail ADSL to Retail   |
| ADSL to Retail ADSL to Retail ADSL to Retail ISDN - BRI  |
| ADSL to Retail R&B - Disp R&B - Disp R&B - Disp  |
| R&B - Disp<br>R&B - Disp<br>R&B - Disp<br>R&B (POTS) excl SB Or  |
| R&B (POTS) excl SB Or<br>R&B - Disp<br>R&B - Disp<br>R&B - Disp<br>R&B - Disp<br>R&B - Disp                  |
| R&B - Disp R&B (POTS) excl SB Or R&B - Disp R&B - Disp R&B - Disp R&B - Disp |

| BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore | Equity     |
|----------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|------------|
|                |               |                 |                |                       |                   |        |            |
|                |               | + -             |                |                       |                   |        |            |
| 10.70          | 170           | 0.00            | 0              | 10.761                |                   |        | YES        |
| 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES        |
| 13.41          | 17            | 0.00            | 0              | 12.674                |                   |        | YES        |
| 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES        |
| 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES        |
| 0.00           | 102           | 0.00            | 0              | 40.000                |                   |        | YES        |
| 16.72<br>0.00  | 192<br>0      |                 |                | 42.366                |                   |        |            |
| 31.17          | 24            |                 |                | 43.784                |                   |        |            |
| 0.00           | 0             |                 |                |                       |                   |        |            |
| 0.00           | 0             |                 |                |                       |                   |        |            |
| 0.00           | 0             |                 |                |                       |                   |        |            |
| 28.71          | 24            | 0.00            | 0              | 22.402                |                   |        | YES        |
| 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES        |
| 7.00           | 3             | 0.00            | 0              | 1.732                 |                   |        | YES        |
| 0.00           | 0             | 0.00            | 0              | -                     |                   |        | YES<br>YES |
| 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES        |
| 68.67          | 12            | 0.00            | 0              | 91.151                |                   |        | YES        |
| 0.00           | 0             | 0.00            | 0              | 31.101                |                   |        | YES        |
| 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES        |
| 0.00           | 0             |                 |                |                       |                   |        |            |
| 0.00           | 0             |                 |                |                       |                   |        |            |
| 0.00           | 0             |                 |                |                       |                   |        |            |
| 28.71          | 24            | 0.00            | 0              | 22.402                |                   |        | YES        |
| 0.00           | 0             | 0.00            | 0              | . ===                 |                   |        | YES        |
| 7.00<br>0.00   | 0             | 0.00            | 0              | 1.732                 |                   |        | YES        |
| 0.00           | 0             |                 |                |                       |                   |        |            |
| 0.00           | 0             |                 |                |                       |                   |        |            |
| 10.70          | 170           | 0.00            | 0              | 10.761                |                   |        | YES        |
| 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES        |
| 13.41          | 17            | 5.00            | 1              | 12.897                | 13.27080          | 0.6339 | YES        |
| 0.00           | 0             |                 |                |                       |                   |        |            |
| 0.00           | 0             |                 |                |                       |                   |        |            |
| 0.00           | 0<br>170      |                 |                | 10.701                |                   |        |            |
| 10.70<br>0.00  | 0             |                 |                | 10.761                |                   |        |            |
| 13.41          | 17            | +               |                | 12.674                |                   |        |            |
| 0.00           | 0             |                 |                | 12.074                |                   |        |            |
| 0.00           | 0             |                 |                |                       |                   |        |            |
| 0.00           | 0             |                 |                |                       |                   |        |            |
| 10.70          | 170           | 0.00            | 0              | 10.761                |                   |        | YES        |
| 0.00           | 0             | 0.00            | 0              | 1                     |                   |        | YES        |
| 13.41          | 17            | 0.00            | 0              | 12.897                |                   |        | YES        |
| 0.00           | 0             | +               |                | +                     |                   |        |            |
| 0.00           | 0             | +               |                | +                     |                   |        |            |
| 10.70          | 170           | +               |                | 10.761                |                   |        |            |
| 0.00           | 0             |                 |                |                       |                   |        |            |
| 13.41          | 17            |                 |                | 12.674                |                   |        |            |
| 0.00           | 0             |                 | -              |                       |                   |        | _          |
| 0.00           | 0             |                 |                | 1                     |                   |        |            |
| 0.00           | 0             | 0.00            |                | 40.704                |                   |        | VE0        |
| 10.70          | 170           | 0.00            | 0              | 10.761                |                   |        | YES        |
| 0.00<br>13.41  | 0<br>17       | 0.00            | 0              | 12.897                |                   |        | YES<br>YES |
| 0.00           | 0             | 0.00            | U              | 12.037                |                   |        | IES        |
| 0.00           | Ū             |                 |                |                       |                   |        |            |

| Tennessee, July 2001 |  |
|----------------------|--|
|                      |  |

2W Analog Loop w/LNP Design/>=10 circuits/Equipment/TN(days)
2W Analog Loop w/LNP Design/>=10 circuits/Other/TN(days)

| B.2.3.13.1.1 P-1 | 2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/TN(days)                              |
|------------------|---|
|                  | 2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/TN(days)                             |
|                  | 2W Analog Loop w/LNP Non-Design/<10 circuits/Other/TN(days)                                 |
|                  | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/TN(days)                             |
|                  | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/TN(days)                            |
|                  | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/TN(days)                                |
| B.2.3.14.1.1 P-1 | Other Design/<10 circuits/Facility/TN(days)   |
| B.2.3.14.1.2 P-1 | Other Design/<10 circuits/Equipment/TN(days)  |
| B.2.3.14.1.2 P-1 | Other Design/<10 circuits/Equipment/TN(days)  Other Design/<10 circuits/Other/TN(days)      |
| B.2.3.14.2.1 P-1 | Other Design/>=10 circuits/Griel/TN(days)  Other Design/>=10 circuits/Facility/TN(days)     |
| B.2.3.14.2.2 P-1 | Other Design/>=10 circuits/ acinty/ rN(days)  Other Design/>=10 circuits/Equipment/TN(days) |
| B.2.3.14.2.3 P-1 | Other Design/>=10 circuits/Other/TN(days)   |
|                  | Other Non-Design/<10 circuits/Facility/TN(days)   |
|                  |   |
|                  | Other Non-Design/<10 circuits/Equipment/TN(days)  |
|                  | Other Non-Design/<10 circuits/Other/TN(days)  |
|                  | Other Non-Design/>=10 circuits/Facility/TN(days)  |
| B.2.3.15.2.2 P-1 | Other Non-Design/>=10 circuits/Equipment/TN(days)   |
| B.2.3.15.2.3 P-1 | Other Non-Design/>=10 circuits/Other/TN(days)   |
| B.2.3.16.1.1 P-1 | INP (Standalone)/<10 circuits/Facility/TN(days)   |
| B.2.3.16.1.2 P-1 | INP (Standalone)/<10 circuits/Equipment/TN(days)  |
| B.2.3.16.1.3 P-1 | INP (Standalone)/<10 circuits/Other/TN(days)  |
| B.2.3.16.2.1 P-1 | INP (Standalone)/>=10 circuits/Facility/TN(days)  |
| B.2.3.16.2.2 P-1 | INP (Standalone)/>=10 circuits/Equipment/TN(days)   |
| B.2.3.16.2.3 P-1 | INP (Standalone)/>=10 circuits/Other/TN(days)   |
| B.2.3.17.1.1 P-1 | LNP (Standalone)/<10 circuits/Facility/TN(days)   |
| B.2.3.17.1.2 P-1 | LNP (Standalone)/<10 circuits/Equipment/TN(days)  |
| B.2.3.17.1.3 P-1 | LNP (Standalone)/<10 circuits/Other/TN(days)  |
| B.2.3.17.2.1 P-1 | LNP (Standalone)/>=10 circuits/Facility/TN(days)  |
| B.2.3.17.2.2 P-1 | LNP (Standalone)/>=10 circuits/Equipment/TN(days)   |
| B.2.3.17.2.3 P-1 | LNP (Standalone)/>=10 circuits/Other/TN(days)   |
| B.2.3.18.1.1 P-1 | Digital Loop < DS1/<10 circuits/Facility/TN(days)   |
| B.2.3.18.1.2 P-1 | Digital Loop < DS1/<10 circuits/Equipment/TN(days)  |
| B.2.3.18.1.3 P-1 | Digital Loop < DS1/<10 circuits/Other/TN(days)  |
| B.2.3.18.2.1 P-1 | Digital Loop < DS1/>=10 circuits/Facility/TN(days)  |
| B.2.3.18.2.2 P-1 | Digital Loop < DS1/>=10 circuits/Equipment/TN(days)   |
| B.2.3.18.2.3 P-1 | Digital Loop < DS1/>=10 circuits/Other/TN(days)   |
| B.2.3.19.1.1 P-1 | Digital Loop >= DS1/<10 circuits/Facility/TN(days)  |
| B.2.3.19.1.2 P-1 | Digital Loop >= DS1/<10 circuits/Equipment/TN(days)   |
| B.2.3.19.1.3 P-1 | Digital Loop >= DS1/<10 circuits/Other/TN(days)   |
| B.2.3.19.2.1 P-1 | Digital Loop >= DS1/>=10 circuits/Facility/TN(days)   |
| B.2.3.19.2.2 P-1 | Digital Loop >= DS1/>=10 circuits/Equipment/TN(days)  |
| B.2.3.19.2.3 P-1 | Digital Loop >= DS1/>=10 circuits/Other/TN(days)  |
| ٠, :             | -   |
|                  | ardies - Mechanized   |
|                  | Switch Ports/TN(%)  |
| B.2.5.2 P-2      | Local Interoffice Transport/TN(%)   |
| B.2.5.3 P-2      | Loop + Port Combinations/TN(%)  |
| B.2.5.4 P-2      | Combo Other/TN(%)   |
|                  | xDSL (ADSL, HDSL and UCL)/TN(%)   |
| B.2.5.6 P-2      | UNE ISDN/TN(%)  |
| B.2.5.7 P-2      | Line Sharing/TN(%)  |
| B.2.5.8 P-2      | 2W Analog Loop Design/TN(%)   |
| B.2.5.9 P-2      | 2W Analog Loop Non-Design/TN(%)   |
| B.2.5.10 P-2     | 2W Analog Loop w/INP Design/TN(%)   |
| B.2.5.11 P-2     | 2W Analog Loop w/INP Non-Design/TN(%)   |
| B.2.5.12 P-2     | 2W Analog Loop w/LNP Design/TN(%)   |
|                  | 2W Analog Loop w/LNP Non-Design/TN(%)   |
| B.2.5.14 P-2     | Other Design/TN(%)  |
| B.2.5.15 P-2     | C.I. N. B. I. WILLIAM   |
|                  | Other Non-Design/TN(%)  |

| Benchmark /                                |
|--|
| Analog                                     |
|  |
| Digital Loop < DS1                         |
| Digital Loop < DS1 Digital Loop >= DS1     |
| Digital Loop >= DS1                        |
| Digital Loop >= DS1 Digital Loop >= DS1    |
| Digital Loop >= DS1<br>Digital Loop >= DS1 |
|  |

| BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore | Equity |
|----------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|--------|
| 0.00           | 0             |                 |                |                       |                   |        |        |
| 0.00           | 0             |                 |                |                       |                   |        |        |
| 10.70          | 170           |                 |                | 10.761                |                   |        |        |
| 0.00           | 0             |                 |                |                       |                   |        |        |
| 13.41          | 17            |                 |                | 12.674                |                   |        |        |
| 0.00           | 0             |                 |                |                       |                   |        |        |
| 0.00           | 0             |                 |                |                       |                   |        |        |
| 0.00           | 0             |                 |                |                       |                   |        |        |
| 63.27          | 22            | 0.00            | 0              | 112.932               |                   |        | YES    |
| 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES    |
| 65.63          | 8             | 0.00            | 0              | 62.505                |                   |        | YES    |
| 0.00           | 0             |                 |                |                       |                   |        |        |
| 0.00           | 0             | 1               |                | 1                     |                   |        |        |
| 0.00           | 0             | 4.00            |                | 10.701                | 40 70050          | 0.0000 | VEO    |
| 10.70          | 170           | 1.00            | 1              | 10.761                | 10.79250          | 0.8988 | YES    |
| 0.00           | 0             | 0.00            | 0              | 40.074                |                   |        | YES    |
| 13.41          | 17            | 0.00            | 0              | 12.674                |                   |        | YES    |
| 0.00           | 0             |                 |                |                       |                   |        |        |
| 0.00           | 0             |                 |                |                       |                   |        |        |
| 10.70          | 170           | 0.00            | 0              | 10.761                |                   |        | YES    |
| 0.00           | 0             | 0.00            | 0              | 10.761                |                   | -      | YES    |
| 13.41          | 17            | 0.00            | 0              | 12.674                |                   |        | YES    |
| 0.00           | 0             | 0.00            | 0              | 12.074                |                   |        | ILS    |
| 0.00           | 0             | +               |                |                       |                   |        |        |
| 0.00           | 0             |                 |                |                       |                   |        |        |
| 10.70          | 170           | 0.00            | 0              | 10.761                |                   |        | YES    |
| 0.00           | 0             | 0.00            | 0              | 10.701                |                   |        | YES    |
| 13.41          | 17            | 0.00            | 0              | 12.674                |                   |        | YES    |
| 0.00           | 0             | 0.00            | 0              | 12.07 1               |                   |        | YES    |
| 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES    |
| 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES    |
| 6.50           | 2             | 0.00            | 0              | 0.707                 |                   |        | YES    |
| 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES    |
| 2.00           | 1             | 0.00            | 0              | 0.000                 |                   |        | YES    |
|                |               | 0.00            | 0              |                       |                   |        |        |
|                |               | 0.00            | 0              |                       |                   | l      |        |
|                |               | 0.00            | 0              |                       |                   | l      |        |
| 41.14          | 7             | 0.00            | 0              | 68.097                |                   |        | YES    |
| 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES    |
| 1.00           | 2             | 2.00            | 1              | 0.000                 | 0.00000           |        | NO     |
|                |               |                 |                |                       |                   |        |        |
|                | •             |                 | •              |                       |                   |        | •      |
|                | _             |                 | -              |                       |                   |        |        |

| R&B (POTS)             |
|------------------------|
| DS1/ DS3 - Interoffice |
| R&B                    |
| R&B&D - Disp           |
| ADSL to Retail         |
| ISDN - BRI             |
| ADSL to Retail         |
| R&B - Disp             |
| R&B (POTS) excl SB Or  |
| R&B - Disp             |
| R&B (POTS) excl SB Or  |
| R&B - Disp             |
| R&B (POTS) excl SB Or  |
| Design                 |
| R&B                    |
|                        |

| 0.56%  | 291,234 |        |       |         |         |     |
|--------|---------|--------|-------|---------|---------|-----|
|        |         |        |       |         |         |     |
| 0.57%  | 292,602 | 0.23%  | 3,433 | 0.00129 | 2.6058  | YES |
| 4.97%  | 51,236  |        |       |         |         |     |
| 13.51% | 3,907   | 4.96%  | 141   | 0.02931 | 2.9174  | YES |
| 11.76% | 825     | 14.29% | 14    | 0.08681 | -0.2912 | YES |
| 13.51% | 3,907   | 0.00%  | 59    | 0.04484 | 3.0137  | YES |
| 0.57%  | 292,602 | 7.25%  | 69    | 0.00906 | -7.3679 | NO  |
| 0.91%  | 179,848 |        |       |         |         |     |
| 0.57%  | 292,602 |        |       |         |         |     |
| 0.91%  | 179,848 |        |       |         |         |     |
| 0.57%  | 292,602 | 0.00%  | 433   | 0.00362 | 1.5740  | YES |
| 0.91%  | 179,848 |        |       |         |         |     |
| 24.73% | 3,567   | 0.00%  | 6     | 0.17628 | 1.4027  | YES |
| 0.57%  | 292,602 | 15.79% | 19    | 0.01727 | -8.8142 | NO  |

B.2.3.12.2.2 B.2.3.12.2.3

|                      | Tenn       | essee, July 2001   | Benchmark /                            | BST              | BST        | CLEC            | CLEC     | Standard  | Standard           |                   |                          |
|----------------------|------------|--|--|------------------|------------|-----------------|----------|-----------|--------------------|-------------------|--------------------------|
|                      |            |  | Analog                                 | Measure          | Volume     | Measure         | Volume   | Deviation | Error              | ZScore            | Equity                   |
|                      |            |  |  |                  |            |                 |          |           |                    |                   |                          |
| B.2.5.16             | P-2        | INP (Standalone)/TN(%)   | R&B (POTS)                             | 0.56%            | 291,234    |                 |          |           |                    |                   |                          |
| B.2.5.17             | P-2        | LNP (Standalone)/TN(%)   | R&B (POTS)                             | 0.56%            | 291,234    | 0.00%           | 245      |           | 0.00477            | 1.1752            | YES                      |
| B.2.5.18<br>B.2.5.19 | P-2<br>P-2 | Digital Loop < DS1/TN(%) Digital Loop >= DS1/TN(%)               | Digital Loop < DS1 Digital Loop >= DS1 | 17.08%<br>57.48% | 521<br>214 | 8.05%<br>59.26% | 87<br>54 |           | 0.04359<br>0.07529 | 2.0731<br>-0.2368 | YES<br>YES               |
| D.Z.3.19             |            |  | Digital Loop >= DST                    | 57.46%           | 214        | 39.20%          | 54       |           | 0.07529            | -0.2300           | TES                      |
|                      |            | pardies - Non-Mechanized   |  |                  |            |                 |          |           |                    |                   |                          |
| B.2.6.1              | P-2        | Switch Ports/TN(%)   | Diagnostic                             |                  |            |                 |          |           |                    |                   | Diagnostic               |
| B.2.6.2              | P-2        | Local Interoffice Transport/TN(%)                                | Diagnostic                             |                  |            | 0.00%           | 2        |           |                    |                   | Diagnostic               |
| B.2.6.3              | P-2        | Loop + Port Combinations/TN(%)                                   | Diagnostic                             |                  |            | 0.00%           | 63       |           |                    |                   | Diagnostic               |
| B.2.6.4              | P-2        | Combo Other/TN(%)  | Diagnostic                             |                  |            | 0.740/          | 100      |           |                    |                   | Diagnostic               |
| B.2.6.5              | P-2        | xDSL (ADSL, HDSL and UCL)/TN(%)                                  | Diagnostic                             |                  |            | 8.74%           | 183      |           |                    |                   | Diagnostic               |
| B.2.6.6<br>B.2.6.7   | P-2<br>P-2 | UNE ISDN/TN(%) Line Sharing/TN(%)                                | Diagnostic                             |                  |            | 28.05%<br>0.00% | 82<br>3  |           |                    |                   | Diagnostic<br>Diagnostic |
| B.2.6.7<br>B.2.6.8   | P-2<br>P-2 | 2W Analog Loop Design/TN(%)                                      | Diagnostic                             |                  |            | 13.57%          | 199      |           |                    |                   | Diagnostic               |
| B.2.6.9              | P-2        | 2W Analog Loop Design/TN(%)  2W Analog Loop Non-Design/TN(%)     | Diagnostic Diagnostic                  |                  |            | 13.57%          | 199      |           |                    |                   | Diagnostic               |
| B.2.6.10             | P-2        | 2W Analog Loop WINP Design/TN(%)                                 | Diagnostic                             |                  |            | 0.00%           | 1        |           |                    |                   | Diagnostic               |
| B.2.6.11             | P-2        | 2W Analog Loop w/INP Non-Design/TN(%)                            | Diagnostic                             |                  |            | 0.0076          | <u> </u> |           |                    |                   | Diagnostic               |
| B.2.6.12             | P-2        | 2W Analog Loop w/LNP Design/TN(%)                                | Diagnostic                             |                  |            | 1.00%           | 719      |           |                    |                   | Diagnostic               |
| B.2.6.13             | P-2        | 2W Analog Loop w/LNP Non-Design/TN(%)                            | Diagnostic                             |                  |            | 0.00%           | 2        |           |                    |                   | Diagnostic               |
| B.2.6.14             | P-2        | Other Design/TN(%)   | Diagnostic                             |                  |            | 9.09%           | 11       |           |                    |                   | Diagnostic               |
| B.2.6.15             | P-2        | Other Non-Design/TN(%)   | Diagnostic                             |                  |            | 11.76%          | 17       |           |                    |                   | Diagnostic               |
| B.2.6.16             | P-2        | INP (Standalone)/TN(%)   | Diagnostic                             |                  |            | 0.00%           | 1        |           |                    |                   | Diagnostic               |
| B.2.6.17             | P-2        | LNP (Standalone)/TN(%)   | Diagnostic                             |                  |            | 0.00%           | 640      |           |                    |                   | Diagnostic               |
| B.2.6.18             | P-2        | Digital Loop < DS1/TN(%)   | Diagnostic                             |                  |            | 15.58%          | 231      |           |                    |                   | Diagnostic               |
| B.2.6.19             | P-2        | Digital Loop >= DS1/TN(%)  | Diagnostic                             |                  |            | 71.79%          | 156      |           |                    |                   | Diagnostic               |
|                      | Avorao     | e Jeopardy Notice Interval - Mechanized                          |  |                  |            |                 |          |           |                    |                   |                          |
| B.2.8.1              | P-2        | Switch Ports/TN(hours)   | >= 48 hrs                              |                  |            | 1               |          |           |                    |                   |                          |
| B.2.8.2              | P-2        | Local Interoffice Transport/TN(hours)                            | >= 46 llis<br>>= 48 hrs                |                  |            |                 |          |           |                    |                   |                          |
| B.2.8.3              | P-2        | Loop + Port Combinations/TN(hours)                               | >= 46 llis<br>>= 48 hrs                |                  |            | 252.00          | 8        |           |                    |                   | YES                      |
| B.2.8.4              | P-2        | Combo Other/TN(hours)  | >= 48 hrs                              |                  |            | 232.00          | - 0      |           |                    |                   | 120                      |
| B.2.8.5              | P-2        | xDSL (ADSL, HDSL and UCL)/TN(hours)                              | >= 48 hrs                              |                  |            | 222.86          | 7        |           |                    |                   | YES                      |
| B.2.8.6              | P-2        | UNE ISDN/TN(hours)   | >= 48 hrs                              |                  |            | 396.00          | 2        |           |                    |                   | YES                      |
| B.2.8.7              | P-2        | Line Sharing/TN(hours)   | >= 48 hrs                              |                  |            | 000.00          |          |           |                    |                   |                          |
| B.2.8.8              | P-2        | 2W Analog Loop Design/TN(hours)                                  | >= 48 hrs                              |                  |            | 360.00          | 5        |           |                    |                   | YES                      |
| B.2.8.9              | P-2        | 2W Analog Loop Non-Design/TN(hours)                              | >= 48 hrs                              |                  |            |                 |          |           |                    |                   |                          |
| B.2.8.10             | P-2        | 2W Analog Loop w/INP Design/TN(hours)                            | >= 48 hrs                              |                  |            |                 |          |           |                    |                   |                          |
| B.2.8.11             | P-2        | 2W Analog Loop w/INP Non-Design/TN(hours)                        | >= 48 hrs                              |                  |            |                 |          |           |                    |                   |                          |
| B.2.8.12             | P-2        | 2W Analog Loop w/LNP Design/TN(hours)                            | >= 48 hrs                              |                  |            | 149.88          | 1        |           |                    |                   | YES                      |
| B.2.8.13             | P-2        | 2W Analog Loop w/LNP Non-Design/TN(hours)                        | >= 48 hrs                              |                  |            |                 |          |           |                    |                   |                          |
| B.2.8.14             | P-2        | Other Design/TN(hours)   | >= 48 hrs                              |                  |            |                 |          |           |                    |                   |                          |
| B.2.8.15             | P-2        | Other Non-Design/TN(hours)                                       | >= 48 hrs                              |                  |            | 192.00          | 3        |           |                    |                   | YES                      |
| B.2.8.16             | P-2        | INP (Standalone)/TN(hours)                                       | >= 48 hrs                              |                  |            |                 |          |           |                    |                   |                          |
| B.2.8.17             | P-2        | LNP (Standalone)/TN(hours)                                       | >= 48 hrs                              |                  |            |                 |          |           |                    |                   |                          |
| B.2.8.18             | P-2        | Digital Loop < DS1/TN(hours)                                     | >= 48 hrs                              |                  |            | 308.57          | 7        |           |                    |                   | YES                      |
| B.2.8.19             | P-2        | Digital Loop >= DS1/TN(hours)                                    | >= 48 hrs                              |                  |            | 309.75          | 32       |           |                    |                   | YES                      |
|                      | Averag     | e Jeopardy Notice Interval - Non-Mechanized                      |  |                  |            |                 |          |           |                    |                   |                          |
| B.2.9.1              | P-2        | Switch Ports/TN(hours)   | Diagnostic                             |                  |            |                 |          |           |                    |                   | Diagnostic               |
| B.2.9.2              | P-2        | Local Interoffice Transport/TN(hours)                            | Diagnostic                             |                  |            |                 |          |           |                    |                   | Diagnostic               |
| B.2.9.3              | P-2        | Loop + Port Combinations/TN(hours)                               | Diagnostic                             |                  |            |                 |          |           |                    |                   | Diagnostic               |
| B.2.9.4              | P-2        | Combo Other/TN(hours)  | Diagnostic                             |                  |            |                 |          |           |                    |                   | Diagnostic               |
| B.2.9.5              | P-2        | xDSL (ADSL, HDSL and UCL)/TN(hours)                              | Diagnostic                             |                  |            | 204.00          | 16       |           |                    |                   | Diagnostic               |
| B.2.9.6              | P-2        | UNE ISDN/TN(hours)   | Diagnostic                             |                  |            | 341.22          | 23       |           |                    |                   | Diagnostic               |
| B.2.9.7              | P-2        | Line Sharing/TN(hours)   | Diagnostic                             |                  |            |                 |          |           |                    |                   | Diagnostic               |
| B.2.9.8              | P-2        | 2W Analog Loop Design/TN(hours)                                  | Diagnostic                             |                  |            | 152.89          | 27       |           |                    |                   | Diagnostic               |
| B.2.9.9              | P-2        | 2W Analog Loop Non-Design/TN(hours)                              | Diagnostic                             |                  |            | ļ.,             |          |           |                    |                   | Diagnostic               |
| B.2.9.10             | P-2        | 2W Analog Loop w/INP Design/TN(hours)                            | Diagnostic                             |                  |            |                 |          |           |                    |                   | Diagnostic               |
| B.2.9.11             | P-2        | 2W Analog Loop w/INP Non-Design/TN(hours)                        | Diagnostic                             |                  |            | 54.00           | -        |           |                    |                   | Diagnostic               |
| B.2.9.12             | P-2        | 2W Analog Loop w/LNP Design/TN(hours)                            | Diagnostic                             |                  |            | 51.86           | 7        |           |                    |                   | Diagnostic               |
| B.2.9.13<br>B.2.9.14 | P-2<br>P-2 | 2W Analog Loop w/LNP Non-Design/TN(hours) Other Design/TN(hours) | Diagnostic                             |                  |            | 768.00          | 1        |           |                    |                   | Diagnostic               |
| B.Z.9.14             | P-2        | Other Design/Tra(nours)  | Diagnostic                             |                  |            | 708.00          | 1        |           |                    |                   | Diagnostic               |

|                      | Tenn                 | essee, July 2001   | Benchmark /<br>Analog | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore | Equity                   |
|----------------------|----------------------|--|-----------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|--------------------------|
|                      |                      |  |                       |                |               |                 |                |                       |                   |        |                          |
| B.2.9.15             | P-2                  | Other Non-Design/TN(hours)                               | Diagnostic            |                |               | 24.00           | 2              |                       |                   |        | Diagnostic               |
| B.2.9.16<br>B.2.9.17 | P-2<br>P-2           | INP (Standalone)/TN(hours)  LNP (Standalone)/TN(hours)   | Diagnostic Diagnostic |                |               |                 |                |                       |                   |        | Diagnostic<br>Diagnostic |
| B.2.9.17<br>B.2.9.18 | P-2<br>P-2           | Digital Loop < DS1/TN(hours)                             | Diagnostic            |                |               | 280.67          | 36             |                       |                   |        | Diagnostic               |
| B.2.9.19             | P-2                  | Digital Loop >= DS1/TN(hours)                            | Diagnostic            |                |               | 189.86          | 112            |                       |                   |        | Diagnostic               |
| D.2.0.10             |                      |  | Diagnosiio            |                |               | 100.00          | 112            |                       |                   |        | Diagnostic               |
| B.2.10.1             | % <b>Jeop</b><br>P-2 | ardy Notice >= 48 hours - Mechanized  Switch Ports/TN(%) | 95% >= 48 hrs         |                |               |                 |                |                       |                   |        |                          |
| B.2.10.2             | P-2                  | Local Interoffice Transport/TN(%)                        | 95% >= 48 hrs         |                |               |                 |                |                       |                   |        |                          |
| B.2.10.3             | P-2                  | Loop + Port Combinations/TN(%)                           | 95% >= 48 hrs         |                |               | 100.00%         | 4              |                       |                   |        | YES                      |
| B.2.10.4             | P-2                  | Combo Other/TN(%)  | 95% >= 48 hrs         |                |               |                 |                |                       |                   |        |                          |
| B.2.10.5             | P-2                  | xDSL (ADSL, HDSL and UCL)/TN(%)                          | 95% >= 48 hrs         |                |               |                 |                |                       |                   |        |                          |
| B.2.10.6             | P-2                  | UNE ISDN/TN(%)   | 95% >= 48 hrs         |                |               |                 |                |                       |                   |        |                          |
| B.2.10.7             | P-2                  | Line Sharing/TN(%)                                       | 95% >= 48 hrs         |                |               |                 |                |                       |                   |        |                          |
| B.2.10.8             | P-2                  | 2W Analog Loop Design/TN(%)                              | 95% >= 48 hrs         |                |               |                 |                |                       |                   |        |                          |
| B.2.10.9             | P-2                  | 2W Analog Loop Non-Design/TN(%)                          | 95% >= 48 hrs         |                |               |                 |                |                       |                   |        |                          |
| B.2.10.10            | P-2                  | 2W Analog Loop w/INP Design/TN(%)                        | 95% >= 48 hrs         |                |               |                 |                |                       |                   |        |                          |
| B.2.10.11            | P-2                  | 2W Analog Loop w/INP Non-Design/TN(%)                    | 95% >= 48 hrs         |                |               |                 |                |                       |                   |        |                          |
| B.2.10.12            | P-2                  | 2W Analog Loop w/LNP Design/TN(%)                        | 95% >= 48 hrs         |                |               | 0.00%           | 1              |                       |                   |        | NO                       |
| B.2.10.13            | P-2                  | 2W Analog Loop w/LNP Non-Design/TN(%)                    | 95% >= 48 hrs         |                |               |                 |                |                       |                   |        |                          |
| B.2.10.14            | P-2                  | Other Design/TN(%)                                       | 95% >= 48 hrs         |                |               |                 |                |                       |                   |        |                          |
| B.2.10.15            | P-2                  | Other Non-Design/TN(%)                                   | 95% >= 48 hrs         |                |               |                 |                |                       |                   |        |                          |
| B.2.10.16            | P-2                  | INP (Standalone)/TN(%)                                   | 95% >= 48 hrs         |                |               |                 |                |                       |                   |        |                          |
| B.2.10.17            | P-2                  | LNP (Standalone)/TN(%)                                   | 95% >= 48 hrs         |                |               |                 |                |                       |                   |        |                          |
| B.2.10.18            | P-2                  | Digital Loop < DS1/TN(%)                                 | 95% >= 48 hrs         |                |               |                 |                |                       |                   |        | N.O.                     |
| B.2.10.19            | P-2                  | Digital Loop >= DS1/TN(%)                                | 95% >= 48 hrs         |                |               | 87.50%          | 8              |                       |                   |        | NO                       |
|                      |                      | ardy Notice >= 48 hours - Non-Mechanized                 |                       |                |               |                 |                |                       |                   |        |                          |
| B.2.11.1             | P-2                  | Switch Ports/TN(%)                                       | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| B.2.11.2             | P-2                  | Local Interoffice Transport/TN(%)                        | Diagnostic            |                |               | 100.000/        |                |                       |                   |        | Diagnostic               |
| B.2.11.3             | P-2<br>P-2           | Loop + Port Combinations/TN(%)  Combo Other/TN(%)        | Diagnostic            |                |               | 100.00%         | 1              |                       |                   |        | Diagnostic<br>Diagnostic |
| B.2.11.4<br>B.2.11.5 | P-2<br>P-2           | xDSL (ADSL, HDSL and UCL)/TN(%)                          | Diagnostic Diagnostic |                |               | 83.33%          | 6              |                       |                   |        | Diagnostic               |
| B.2.11.6             | P-2                  | UNE ISDN/TN(%)   | Diagnostic            |                |               | 03.33%          | 0              |                       |                   |        | Diagnostic               |
| B.2.11.7             | P-2                  | Line Sharing/TN(%)                                       | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| B.2.11.8             | P-2                  | 2W Analog Loop Design/TN(%)                              | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| B.2.11.9             | P-2                  | 2W Analog Loop Design/TN(%)                              | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| B.2.11.10            | P-2                  | 2W Analog Loop WiNP Design/TN(%)                         | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| B.2.11.11            | P-2                  | 2W Analog Loop w/INP Non-Design/TN(%)                    | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| B.2.11.12            | P-2                  | 2W Analog Loop w/LNP Design/TN(%)                        | Diagnostic            |                |               | 86.00%          | 7              |                       |                   |        | Diagnostic               |
| B.2.11.13            | P-2                  | 2W Analog Loop w/LNP Non-Design/TN(%)                    | Diagnostic            |                |               | 00.0070         |                |                       |                   |        | Diagnostic               |
| B.2.11.14            | P-2                  | Other Design/TN(%)                                       | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| B.2.11.15            | P-2                  | Other Non-Design/TN(%)                                   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| B.2.11.16            | P-2                  | INP (Standalone)/TN(%)                                   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| B.2.11.17            | P-2                  | LNP (Standalone)/TN(%)                                   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| B.2.11.18            | P-2                  | Digital Loop < DS1/TN(%)                                 | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic               |
| B.2.11.19            | P-2                  | Digital Loop >= DS1/TN(%)                                | Diagnostic            |                |               | 100.00%         | 28             |                       |                   |        | Diagnostic               |
|                      | Coordi               | nated Customers Conversions                              |                       |                |               |                 |                |                       |                   |        |                          |
| B.2.12.1             | P-7                  | Loops with INP/TN(%)                                     | >= 95% w in 15 min    |                |               |                 |                |                       |                   |        |                          |
| B.2.12.2             | P-7                  | Loops with LNP/TN(%)                                     | >= 95% w in 15 min    |                |               | 99.14%          | 810            |                       |                   |        | YES                      |
|                      | % Hot                | Cuts > 15 minutes Early                                  |                       |                |               |                 |                |                       |                   |        |                          |
| B.2.13.1             | P-7A                 | Time-Specific SL1/TN(%)                                  | <= 5%                 |                |               |                 |                |                       |                   |        |                          |
| B.2.13.2             | P-7A                 | Time-Specific SL2/TN(%)                                  | <= 5%                 |                |               | 0.83%           | 241            |                       |                   |        | YES                      |
| B.2.13.3             | P-7A                 | Non-Time Specific SL1/TN(%)                              | <= 5%                 |                |               |                 |                |                       |                   |        |                          |
| B.2.13.4             | P-7A                 | Non-Time Specific SL2/TN(%)                              | <= 5%                 |                |               | 1.89%           | 53             |                       |                   |        | YES                      |
|                      |                      | t Timeliness   |                       |                |               |                 |                |                       |                   |        |                          |
| B.2.14.1             | P-7A                 | Time-Specific SL1/TN(%)                                  | >= 95% w in 15 min    |                |               |                 |                |                       |                   |        |                          |
| B.2.14.2             | P-7A                 | Time-Specific SL2/TN(%)                                  | >= 95% w in 15 min    |                |               | 95.85%          | 241            |                       |                   |        | YES                      |
| B.2.14.3             | P-7A                 | Non-Time Specific SL1/TN(%)                              | >= 95% w in 15 min    |                |               |                 |                |                       |                   |        |                          |
| B.2.14.4             | P-7A                 | Non-Time Specific SL2/TN(%)                              | >= 95% w in 15 min    |                |               | 96.23%          | 53             |                       |                   |        | YES                      |

|                                      |   | Analog                        | Measure        | Volume             | Measure  | Volume         | Deviation | Error    | ZScore  | Equity     |
|--------------------------------------|---|-------------------------------|----------------|--------------------|--|----------------|-----------|----------|---------|------------|
| %:                                   | 6 Hot Cuts > 15 minutes Late                                    |                               |                |                    |  |                |           |          |         |            |
|                                      | -7A Time-Specific SL1/TN(%)                                     | <= 5%                         |                |                    | 1  |                |           |          |         |            |
|                                      | -7A Time-Specific SL2/TN(%)                                     | <= 5%                         |                |                    | 3.32%  | 241            |           |          |         | YES        |
|                                      | -7A Non-Time Specific SL1/TN(%)                                 | <= 5%                         |                |                    |  |                |           |          |         |            |
| B.2.15.4 P-7                         | -7A Non-Time Specific SL2/TN(%)                                 | <= 5%                         |                |                    | 1.89%  | 53             |           |          |         | YES        |
| Av                                   | verage Recovery Time - CCC                                      |                               | -              |                    |  |                |           |          |         |            |
|                                      | -7B Loops with INP/TN(time units)                               | Diagnostic                    |                |                    |  |                |           |          |         | Diagnostic |
| B.2.16.2 P-7                         | -7B Loops with LNP/TN(time units)                               | Diagnostic                    |                |                    | 1127.75  | 4              |           |          |         | Diagnostic |
| %                                    | 6 Provisioning Troubles within 7 Days - Hot Cuts                |                               |                |                    |  |                |           |          |         |            |
|                                      | -7C UNE Loop Design/Dispatch/TN(%)                              | <= 5%                         |                |                    | 3.86%  | 881            |           |          |         | YES        |
|                                      | -7C UNE Loop Design/Non-Dispatch/TN(%)                          | <= 5%                         |                |                    | 0.007,0  |                |           |          |         |            |
|                                      | -7C UNE Loop Non-Design/Dispatch/TN(%)                          | <= 5%                         |                |                    |  |                |           |          |         |            |
| B.2.17.2.2 P-7                       | -7C UNE Loop Non-Design/Non-Dispatch/TN(%)                      | <= 5%                         |                |                    |  |                |           |          |         |            |
| %                                    | 6 Missed Installation Appointments                              |                               |                |                    |  |                |           |          |         |            |
| B.2.18.1.1.1 P-3                     | .,  | R&B (POTS)                    | 7.75%          | 23,695             |  |                |           |          |         |            |
| B.2.18.1.1.2 P-3                     |   | R&B (POTS)                    | 0.06%          | 266,855            |  |                |           |          |         |            |
| B.2.18.1.2.1 P-3                     |   | R&B (POTS)                    | 8.70%          | 92                 |  |                |           |          |         |            |
| B.2.18.1.2.2 P-3                     |   | R&B (POTS)                    | 0.00%          | 2                  |  |                |           |          |         |            |
| B.2.18.2.1.1 P-3                     |   | DS1/DS3                       |                |                    | 0.00%  | 2              |           |          |         |            |
| B.2.18.2.1.2 P-3                     |   | DS1/DS3                       |                |                    |  |                |           |          |         |            |
| B.2.18.2.2.1 P-3                     |   | DS1/DS3                       |                |                    |  |                |           |          |         |            |
| B.2.18.2.2.2 P-3                     |   | DS1/DS3                       | 7.700/         | 00.055             | 4.440/   | 201            |           | 0.04077  | 4 7000  | V/F0       |
| B.2.18.3.1.1 P-3                     |   | R&B                           | 7.72%          | 23,955             | 4.41%  | 204            |           | 0.01877  | 1.7622  | YES<br>YES |
| B.2.18.3.1.2 P-3<br>B.2.18.3.1.3 P-3 |   | R&B<br>R&B                    | 0.06%          | 267,915<br>111,846 | 0.09%  | 3,261<br>1,202 |           | 0.00043  | -0.7609 | YES        |
| B.2.18.3.1.4 P-3                     |   | R&B                           | 0.00%          | 133,201            | 0.00%  | 2,059          |           | 0.000077 | -0.3434 | YES        |
| B.2.18.3.2.1 P-3                     |   | R&B                           | 10.28%         | 107                | 50.00%   | 2              |           | 0.21675  | -1.8325 | NO         |
| B.2.18.3.2.2 P-3                     |   | R&B                           | 0.00%          | 50                 | 0.00%  | 4              |           | 0.00000  | 1.0020  | YES        |
| B.2.18.3.2.3 P-3                     |   | R&B                           | 0.00%          | 28                 |  |                |           |          |         |            |
| B.2.18.3.2.4 P-3                     | -3 Loop + Port Combinations/>=10 circuits/Dispatch In/TN(%)     | R&B                           | 0.00%          | 22                 | 0.00%  | 4              |           | 0.00000  |         | YES        |
| B.2.18.4.1.1 P-3                     |   | R&B&D - Disp                  | 7.36%          | 26,573             |  |                |           |          |         |            |
| B.2.18.4.1.4 P-3                     |   | R&B&D - Disp                  |                |                    |  |                |           |          |         |            |
| B.2.18.4.2.1 P-3                     |   | R&B&D - Disp                  | 9.65%          | 114                |  |                |           |          |         |            |
| B.2.18.4.2.4 P-3                     |   | R&B&D - Disp                  |                |                    |  |                |           |          |         | \/=0       |
| B.2.18.5.1.1 P-3                     |   | ADSL to Retail                | 5.97%          | 3,805              | 2.20%  | 318            |           | 0.01383  | 2.7228  | YES        |
| B.2.18.5.1.2 P-3<br>B.2.18.5.2.1 P-3 |   | ADSL to Retail ADSL to Retail | 0.00%          | 131<br>6           | 0.00%  | 1              |           | 0.00000  |         | YES        |
| B.2.18.5.2.2 P-3                     |   | ADSL to Retail                | 0.00%          | 0                  | 0.00%  | ı              |           | 0.00000  |         | 150        |
| B.2.18.6.1.1 P-3                     |   | ISDN - BRI                    | 5.96%          | 403                | 14.29%   | 91             |           | 0.02747  | -3.0329 | NO         |
| B.2.18.6.1.2 P-3                     |   | ISDN - BRI                    | 0.50%          | 401                | 1 112070   | 0.             |           | 0.027 17 | 0.0020  |            |
| B.2.18.6.2.1 P-3                     |   | ISDN - BRI                    | 0.00%          | 3                  |  |                |           |          |         |            |
| B.2.18.6.2.2 P-3                     | -3 UNE ISDN/>=10 circuits/Non-Dispatch/TN(%)                    | ISDN - BRI                    | 0.00%          | 1                  |  |                |           |          |         |            |
| B.2.18.7.1.1 P-3                     |   | ADSL to Retail                | 5.97%          | 3,805              |  |                |           |          |         |            |
| B.2.18.7.1.2 P-3                     |   | ADSL to Retail                | 0.00%          | 131                | 0.00%  | 62             |           | 0.00000  |         | YES        |
| B.2.18.7.2.1 P-3                     |   | ADSL to Retail                | 0.00%          | 6                  |  |                |           |          |         |            |
| B.2.18.7.2.2 P-3                     |   | ADSL to Retail                | 7 700/         | 00.055             | 2.050/   | 262            |           | 0.01658  | 2.8141  | YES        |
| B.2.18.8.1.1 P-3                     |   | R&B - Disp                    | 7.72%<br>7.72% | 23,955<br>23,955   | 3.05%  | 262            |           | 0.01658  | 2.8141  | YES        |
| B.2.18.8.1.2 P-3<br>B.2.18.8.2.1 P-3 |   | R&B - Disp<br>R&B - Disp      | 10.28%         | 23,955             |  |                |           |          |         |            |
| B.2.18.8.2.2 P-3                     |   | R&B - Disp                    | 10.28%         | 107                | 1  |                |           |          |         |            |
| B.2.18.9.1.1 P-3                     | 3 3 4 5 5 4 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6                     | R&B (POTS) excl SB Or         | 7.75%          | 23,692             | <del>                                     </del> |                |           |          |         |            |
| B.2.18.9.1.4 P-3                     |   | R&B (POTS) excl SB Or         | 0.12%          | 132,641            |  |                |           |          |         |            |
| B.2.18.9.2.1 P-3                     |   | R&B (POTS) excl SB Or         | 8.70%          | 92                 |  |                |           |          |         |            |
| B.2.18.9.2.4 P-3                     |   | R&B (POTS) excl SB Or         | 0.00%          | 1                  |  |                |           | 1        |         |            |
| B.2.18.10.1.1 P-3                    |   | R&B - Disp                    | 7.72%          | 23,955             | 0.00%  | 1              |           | 0.26689  | 0.2892  | YES        |
| B.2.18.10.1.2 P-3                    | -3 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(%)  | R&B - Disp                    | 7.72%          | 23,955             |  |                |           |          |         |            |
| B.2.18.10.2.1 P-3                    |   | R&B - Disp                    | 10.28%         | 107                |  |                |           |          |         |            |
| B.2.18.10.2.2 P-3                    | -3 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(%) | R&B - Disp                    | 10.28%         | 107                |  |                |           |          |         |            |

|                                | i Cili       | 100000, <b>U</b> ury 2001  | Analog                                | Measure Volume Measure Volume Deviation Error ZScore |                   |  |          | Equity  |         |            |
|--------------------------------|--------------|--|---------------------------------------|--|-------------------|--|----------|---------|---------|------------|
|                                |              |  | _                                     |  |                   |  |          |         |         | 1,         |
| B.2.18.11.1.1                  | P-3          | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(%)  | R&B (POTS) excl SB Or                 | 7.75%  | 23,692            |  |          |         |         |            |
| B.2.18.11.1.4                  | P-3          | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(%)   | R&B (POTS) excl SB Or                 | 0.12%  | 132,641           |  |          |         |         |            |
| B.2.18.11.2.1                  | P-3          | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(%)   | R&B (POTS) excl SB Or                 | 8.70%  | 92                |  |          |         |         |            |
| B.2.18.11.2.4<br>B.2.18.12.1.1 | P-3<br>P-12  | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(%)  2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(%) | R&B (POTS) excl SB Or<br>R&B - Disp   | 0.00%<br>7.72%                                       | 1<br>23,955       | 0.63%  | 316      | 0.01511 | 4.6907  | YES        |
| B.2.18.12.1.1<br>B.2.18.12.1.2 | P-12<br>P-12 | 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(%)  2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(%)     | R&B - Disp<br>R&B - Disp              | 7.72%  | 23,955            | 0.63%  | 316      | 0.01511 | 4.6907  | YES        |
| B.2.18.12.1.2                  | P-12         | 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(%)   | R&B - Disp                            | 10.28%   | 107               | 1  |          |         |         |            |
| B.2.18.12.2.2                  | P-12         | 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(%)   | R&B - Disp                            | 10.28%   | 107               |  |          |         |         |            |
| B.2.18.13.1.1                  | P-12         | 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(%)  | R&B (POTS) excl SB Or                 | 7.75%  | 23,692            |  |          |         |         |            |
| B.2.18.13.1.4                  | P-12         | 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(%)   | R&B (POTS) excl SB Or                 | 0.12%  | 132,641           |  |          |         |         |            |
| B.2.18.13.2.1                  | P-12         | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(%)   | R&B (POTS) excl SB Or                 | 8.70%  | 92                |  |          |         |         |            |
| B.2.18.13.2.4                  | P-12         | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(%)  | R&B (POTS) excl SB Or                 | 0.00%  | 1                 |  |          |         |         |            |
| B.2.18.14.1.1                  | P-3          | Other Design/<10 circuits/Dispatch/TN(%)   | Design                                | 4.04%  | 2,621             | 0.00%  | 16       | 0.04940 | 0.8187  | YES        |
| B.2.18.14.1.2                  | P-3          | Other Design/<10 circuits/Non-Dispatch/TN(%)   | Design                                | 1.02%  | 591               |  |          |         |         |            |
| B.2.18.14.2.1                  | P-3          | Other Design/>=10 circuits/Dispatch/TN(%)  | Design                                | 0.00%  | 7                 |  |          |         |         |            |
| B.2.18.14.2.2                  | P-3<br>P-3   | Other Design/>=10 circuits/Non-Dispatch/TN(%) Other Non-Design/<10 circuits/Dispatch/TN(%)                               | Design<br>R&B                         | 9.09%<br>7.72%                                       | 11<br>23,955      | 6.25%  | 32       | 0.04721 | 0.3111  | YES        |
| B.2.18.15.1.1<br>B.2.18.15.1.2 | P-3<br>P-3   | Other Non-Design/<10 circuits/Dispatch/TN(%)  Other Non-Design/<10 circuits/Non-Dispatch/TN(%)                           | R&B<br>R&B                            | 0.06%  | 267,915           | 0.00%  | 32<br>1  | 0.04721 | 0.0244  | YES        |
| B.2.18.15.1.2<br>B.2.18.15.2.1 | P-3          | Other Non-Design/>=10 circuits/Non-Dispatch/TN(%)  | R&B                                   | 10.28%   | 107               | 0.00%  | - '      | 0.02435 | 0.0244  | 150        |
| B.2.18.15.2.2                  | P-3          | Other Non-Design/>=10 circuits/Non-Dispatch/TN(%)  | R&B                                   | 0.00%  | 50                |  |          |         |         |            |
| B.2.18.16.1.1                  | P-3          | INP (Standalone)/<10 circuits/Dispatch/TN(%)   | R&B (POTS)                            | 7.75%  | 23,695            |  |          |         |         |            |
| B.2.18.16.1.2                  | P-3          | INP (Standalone)/<10 circuits/Non-Dispatch/TN(%)   | R&B (POTS)                            | 0.06%  | 266,855           | 0.00%  | 1        | 0.02433 | 0.0243  | YES        |
| B.2.18.16.2.1                  | P-3          | INP (Standalone)/>=10 circuits/Dispatch/TN(%)  | R&B (POTS)                            | 8.70%  | 92                |  |          |         |         |            |
| B.2.18.16.2.2                  | P-3          | INP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)  | R&B (POTS)                            | 0.00%  | 2                 |  |          |         |         |            |
| B.2.18.17.1.1                  | P-12         | LNP (Standalone)/<10 circuits/Dispatch/TN(%)   | R&B (POTS)                            | 7.75%  | 23,695            | 0.00%  | 1        | 0.26743 | 0.2899  | YES        |
| B.2.18.17.1.2                  | P-12         | LNP (Standalone)/<10 circuits/Non-Dispatch/TN(%)   | R&B (POTS)                            | 0.06%  | 266,855           | 0.57%  | 353      | 0.00130 | -3.9426 | NO         |
| B.2.18.17.2.1                  | P-12         | LNP (Standalone)/>=10 circuits/Dispatch/TN(%)  | R&B (POTS)                            | 8.70%  | 92                | 0.00%  | 1        | 0.28330 | 0.3069  | YES        |
| B.2.18.17.2.2                  | P-12<br>P-3  | LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)  | R&B (POTS)                            | 0.00%  | 2<br>426          | 0.00%  | 8<br>311 | 0.00000 | 0.0007  | YES<br>YES |
| B.2.18.18.1.1<br>B.2.18.18.1.2 | P-3          | Digital Loop < DS1/<10 circuits/Dispatch/TN(%)  Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(%)                       | Digital Loop < DS1 Digital Loop < DS1 | 10.56%<br>0.00%                                      | 126               | 5.14%  | 311      | 0.02292 | 2.3637  | YES        |
| B.2.18.18.2.1                  | P-3          | Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(%)  | Digital Loop < DS1                    | 0.0076   | 120               | 0.00%  | 1        |         |         |            |
| B.2.18.18.2.2                  | P-3          | Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(%)  | Digital Loop < DS1                    |  |                   | 0.0070   |          |         |         |            |
| B.2.18.19.1.1                  | P-3          | Digital Loop >= DS1/<10 circuits/Dispatch/TN(%)  | Digital Loop >= DS1                   | 8.57%  | 140               | 11.71%   | 205      | 0.03069 | -1.0217 | YES        |
| B.2.18.19.1.2                  | P-3          | Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(%)  | Digital Loop >= DS1                   | 4.55%  | 44                |  |          |         |         | _          |
| B.2.18.19.2.1                  | P-3          | Digital Loop >= DS1/>=10 circuits/Dispatch/TN(%)   | Digital Loop >= DS1                   |  |                   |  |          |         |         |            |
| B.2.18.19.2.2                  | P-3          | Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(%)   | Digital Loop >= DS1                   |  |                   |  |          |         |         |            |
|                                | % Pro        | visioning Troubles within 30 Days  |                                       |  |                   |  |          |         |         |            |
| B.2.19.1.1.1                   | P-9          | Switch Ports/<10 circuits/Dispatch/TN(%)   | R&B (POTS)                            | 7.14%  | 24,125            |  |          |         |         |            |
| B.2.19.1.1.2                   | P-9          | Switch Ports/<10 circuits/Non-Dispatch/TN(%)   | R&B (POTS)                            | 3.40%  | 279,195           |  |          |         |         |            |
| B.2.19.1.2.1                   | P-9          | Switch Ports/>=10 circuits/Dispatch/TN(%)  | R&B (POTS)                            | 8.79%  | 91                |  |          |         |         |            |
| B.2.19.1.2.2                   | P-9          | Switch Ports/>=10 circuits/Non-Dispatch/TN(%)  | R&B (POTS)                            | 0.00%  | 16                |  |          |         |         |            |
| B.2.19.2.1.1                   | P-9          | Local Interoffice Transport/<10 circuits/Dispatch/TN(%)  | DS1/DS3                               |  |                   | 33.33%   | 3        |         |         |            |
| B.2.19.2.1.2                   | P-9          | Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(%)  | DS1/DS3                               |  |                   |  |          |         |         |            |
| B.2.19.2.2.1<br>B.2.19.2.2.2   | P-9<br>P-9   | Local Interoffice Transport/>=10 circuits/Dispatch/TN(%)   | DS1/DS3<br>DS1/DS3                    | -  |                   |  |          |         |         |            |
| B.2.19.3.1.1                   | P-9          | Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(%)  Loop + Port Combinations/<10 circuits/Dispatch/TN(%)       | R&B                                   | 7.10%  | 24,363            | 7.98%  | 188      | 0.01880 | -0.4691 | YES        |
| B.2.19.3.1.2                   | P-9          | Loop + Port Combinations/<10 circuits/Dispatch/TN(%)   | R&B                                   | 3.39%  | 280,286           | 5.47%  | 3,289    | 0.01880 | -6.5776 | NO NO      |
| B.2.19.3.1.3                   | P-9          | Loop + Port Combinations/<10 circuits/Noti-Dispatch/TN(%)  | R&B                                   |  | in B.2.19.3.1.2   | 3.47 /6  | 3,203    | 0.00317 | -0.3770 | NO         |
| B.2.19.3.1.4                   | P-9          | Loop + Port Combinations/<10 circuits/Dispatch In/TN(%)  | R&B                                   |  | in B.2.19.3.1.2   |  |          |         |         |            |
| B.2.19.3.2.1                   | P-9          | Loop + Port Combinations/>=10 circuits/Dispatch/TN(%)  | R&B                                   | 9.35%  | 107               | 0.00%  | 1        | 0.29243 | 0.3196  | YES        |
| B.2.19.3.2.2                   | P-9          | Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(%)  | R&B                                   | 0.00%  | 85                |  |          |         |         |            |
| B.2.19.3.2.3                   | P-9          | Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(%)   | R&B                                   |  | l in B.2.19.3.2.2 |  |          |         |         |            |
| B.2.19.3.2.4                   | P-9          | Loop + Port Combinations/>=10 circuits/Dispatch In/TN(%)   | R&B                                   |  | l in B.2.19.3.2.2 |  |          |         |         |            |
| B.2.19.4.1.1                   | P-9          | Combo Other/<10 circuits/Dispatch/TN(%)  | R&B&D - Disp                          | 6.70%  | 27,108            | ļļ   |          |         |         |            |
| B.2.19.4.1.4                   | P-9          | Combo Other/<10 circuits/Dispatch In/TN(%)   | R&B&D - Disp                          |  |                   |  |          |         |         |            |
| B.2.19.4.2.1                   | P-9          | Combo Other/>=10 circuits/Dispatch/TN(%)   | R&B&D - Disp                          | 8.85%  | 113               |  |          |         |         |            |
| B.2.19.4.2.4<br>B.2.19.5.1.1   | P-9<br>P-9   | Combo Other/>=10 circuits/Dispatch In/TN(%) xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(%)                        | R&B&D - Disp<br>ADSL to Retail        | 6.35%  | 3,278             | 7.55%  | 159      | 0.01980 | -0.6071 | YES        |
| B.2.19.5.1.1<br>B.2.19.5.1.2   | P-9<br>P-9   | xDSL (ADSL, HDSL and OCL)/<10 circuits/Dispatch/TN(%)  xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(%)         | ADSL to Retail ADSL to Retail         | 7.30%  | 3,278<br>178      | 7.33%  | 159      | 0.01960 | -0.0071 | 150        |
| B.2.19.5.1.2<br>B.2.19.5.2.1   | P-9          | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(%)   | ADSL to Retail                        | 16.67%   | 6                 | <del>                                     </del> |          |         |         |            |
| ٠.٤.١٥.٥.٤.١                   | . 3          | ADDE (ADDE AND DOLLARS DISPARENT TIN //0)  | ADOL to Netali                        | 10.07 /0   |                   | 1  |          |         |         |            |

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| B.2.19.5.2.2                   | P-9        | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(%)   | ADSL to Retail                                 |          |         |         |     |            |
| B.2.19.6.1.1                   | P-9        | UNE ISDN/<10 circuits/Dispatch/TN(%)   | ISDN - BRI                                     | 0.00%    | 407     | 4.00%   | 75  |            |
| B.2.19.6.1.2                   | P-9        | UNE ISDN/<10 circuits/Non-Dispatch/TN(%)   | ISDN - BRI                                     | 0.00%    | 434     |         |     |            |
| B.2.19.6.2.1                   | P-9        | UNE ISDN/>=10 circuits/Dispatch/TN(%)  | ISDN - BRI                                     |          |         |         |     |            |
| B.2.19.6.2.2                   | P-9        | UNE ISDN/>=10 circuits/Non-Dispatch/TN(%)  | ISDN - BRI                                     | 0.00%    | 1       |         |     |            |
| B.2.19.7.1.1                   | P-9        | Line Sharing/<10 circuits/Dispatch/TN(%)   | ADSL to Retail                                 | 6.35%    | 3,278   |         |     |            |
| B.2.19.7.1.2                   | P-9        | Line Sharing/<10 circuits/Non-Dispatch/TN(%)   | ADSL to Retail                                 | 7.30%    | 178     | 6.82%   | 44  |            |
| B.2.19.7.2.1                   | P-9        | Line Sharing/>=10 circuits/Dispatch/TN(%)  | ADSL to Retail                                 | 16.67%   | 6       |         |     |            |
| B.2.19.7.2.2<br>B.2.19.8.1.1   | P-9<br>P-9 | Line Sharing/>=10 circuits/Non-Dispatch/TN(%)  2W Analog Loop Design/<10 circuits/Dispatch/TN(%)                             | ADSL to Retail R&B - Disp                      | 7.10%    | 24.363  | 1.26%   | 159 |            |
| B.2.19.8.1.1<br>B.2.19.8.1.2   | P-9<br>P-9 | 2W Analog Loop Design/<10 circuits/Dispatch/TN(%)  2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(%)                     | R&B - Disp                                     | 7.10%    | 24,363  | 1.26%   | 159 |            |
| B.2.19.8.2.1                   | P-9        | 2W Analog Loop Design/>=10 circuits/Noi1-Dispatch/TN(%)  | R&B - Disp                                     | 9.35%    | 107     | 0.00%   | 1   |            |
| B.2.19.8.2.2                   | P-9        | 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(%)   | R&B - Disp                                     | 9.35%    | 107     | 0.0076  | - ' |            |
| B.2.19.9.1.1                   | P-9        | 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(%)  | R&B (POTS) excl SB Or                          | 7.14%    | 24.125  |         |     |            |
| B.2.19.9.1.4                   | P-9        | 2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(%)   | R&B (POTS) excl SB Or                          | 7.1470   | 24,120  |         |     |            |
| B.2.19.9.2.1                   | P-9        | 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(%)   | R&B (POTS) excl SB Or                          | 8.79%    | 91      |         |     |            |
| B.2.19.9.2.4                   | P-9        | 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(%)  | R&B (POTS) excl SB Or                          |          |         |         |     |            |
| B.2.19.10.1.1                  | P-9        | 2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(%)  | R&B - Disp                                     | 7.10%    | 24,363  | 0.00%   | 4   |            |
| B.2.19.10.1.2                  | P-9        | 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(%)  | R&B - Disp                                     | 7.10%    | 24,363  |         |     |            |
| B.2.19.10.2.1                  | P-9        | 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(%)   | R&B - Disp                                     | 9.35%    | 107     |         |     |            |
| B.2.19.10.2.2                  | P-9        | 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(%)   | R&B - Disp                                     | 9.35%    | 107     |         |     |            |
| B.2.19.11.1.1                  | P-9        | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(%)  | R&B (POTS) excl SB Or                          | 7.14%    | 24,125  |         |     |            |
| B.2.19.11.1.4                  | P-9        | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(%)   | R&B (POTS) excl SB Or                          |          |         |         |     |            |
| B.2.19.11.2.1                  | P-9        | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(%)   | R&B (POTS) excl SB Or                          | 8.79%    | 91      |         |     |            |
| B.2.19.11.2.4                  | P-9        | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(%)  | R&B (POTS) excl SB Or                          |          |         |         |     |            |
| B.2.19.12.1.1                  | P-9        | 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(%)  | R&B - Disp                                     | 7.10%    | 24,363  | 3.64%   | 330 |            |
| B.2.19.12.1.2                  | P-9        | 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(%)  | R&B - Disp                                     | 7.10%    | 24,363  |         |     |            |
| B.2.19.12.2.1                  | P-9        | 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(%)   | R&B - Disp                                     | 9.35%    | 107     |         |     |            |
| B.2.19.12.2.2                  | P-9        | 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(%)   | R&B - Disp                                     | 9.35%    | 107     |         |     |            |
| B.2.19.13.1.1                  | P-9        | 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(%)  | R&B (POTS) excl SB Or                          | 7.14%    | 24,125  |         |     |            |
| B.2.19.13.1.4                  | P-9<br>P-9 | 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(%)  2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(%) | R&B (POTS) excl SB Or<br>R&B (POTS) excl SB Or | 8.79%    | 91      |         |     |            |
| B.2.19.13.2.1<br>B.2.19.13.2.4 | P-9        | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(%)   | R&B (POTS) excl SB Or                          | 0.79%    | 91      |         |     |            |
| B.2.19.14.1.1                  | P-9        | Other Design/<10 circuits/Dispatch/TN(%)   | Design   | 3.21%    | 2,745   | 15.15%  | 33  |            |
| B.2.19.14.1.2                  | P-9        | Other Design/<10 circuits/Bispatch/TN(%)  Other Design/<10 circuits/Non-Dispatch/TN(%)                                       | Design   | 0.11%    | 891     | 13.1376 | 33  |            |
| B.2.19.14.2.1                  | P-9        | Other Design/>=10 circuits/Dispatch/TN(%)  | Design   | 0.00%    | 6       |         |     |            |
| B.2.19.14.2.2                  | P-9        | Other Design/>=10 circuits/Non-Dispatch/TN(%)  | Design   | 0.00%    | 14      |         |     |            |
| B.2.19.15.1.1                  | P-9        | Other Non-Design/<10 circuits/Dispatch/TN(%)   | R&B  | 7.10%    | 24,363  |         |     |            |
| B.2.19.15.1.2                  | P-9        | Other Non-Design/<10 circuits/Non-Dispatch/TN(%)   | R&B  | 3.39%    | 280,286 | 0.00%   | 1   |            |
| B.2.19.15.2.1                  | P-9        | Other Non-Design/>=10 circuits/Dispatch/TN(%)  | R&B  | 9.35%    | 107     |         |     |            |
| B.2.19.15.2.2                  | P-9        | Other Non-Design/>=10 circuits/Non-Dispatch/TN(%)  | R&B  | 0.00%    | 85      |         |     |            |
| B.2.19.16.1.1                  | P-9        | INP (Standalone)/<10 circuits/Dispatch/TN(%)   | R&B (POTS)                                     | 7.14%    | 24,125  |         |     |            |
| B.2.19.16.1.2                  | P-9        | INP (Standalone)/<10 circuits/Non-Dispatch/TN(%)   | R&B (POTS)                                     | 3.40%    | 279,195 | 0.00%   | 1   |            |
| B.2.19.16.2.1                  | P-9        | INP (Standalone)/>=10 circuits/Dispatch/TN(%)  | R&B (POTS)                                     | 8.79%    | 91      |         |     |            |
| B.2.19.16.2.2                  | P-9        | INP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)  | R&B (POTS)                                     | 0.00%    | 16      |         |     |            |
| B.2.19.17.1.1                  | P-9        | LNP (Standalone)/<10 circuits/Dispatch/TN(%)   | R&B (POTS)                                     | 7.14%    | 24,125  |         |     |            |
| B.2.19.17.1.2                  | P-9        | LNP (Standalone)/<10 circuits/Non-Dispatch/TN(%)   | R&B (POTS)                                     | 3.40%    | 279,195 |         |     |            |
| B.2.19.17.2.1                  | P-9        | LNP (Standalone)/>=10 circuits/Dispatch/TN(%)  | R&B (POTS)                                     | 8.79%    | 91      |         |     |            |
| B.2.19.17.2.2                  | P-9        | LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)  | R&B (POTS)                                     | 0.00%    | 16      |         |     |            |
| B.2.19.18.1.1                  | P-9        | Digital Loop < DS1/<10 circuits/Dispatch/TN(%)   | Digital Loop < DS1                             | 0.00%    | 267     | 6.53%   | 199 |            |
| B.2.19.18.1.2                  | P-9        | Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(%)   | Digital Loop < DS1                             | 0.00%    | 4       |         |     |            |
| B.2.19.18.2.1                  | P-9<br>P-9 | Digital Loop < DS1/>=10 circuits/Dispatch/TN(%)  | Digital Loop < DS1                             |          |         |         |     |            |
| B.2.19.18.2.2<br>B.2.19.19.1.1 | P-9<br>P-9 | Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(%)  Digital Loop >= DS1/<10 circuits/Dispatch/TN(%)                         | Digital Loop < DS1 Digital Loop >= DS1         | 0.00%    | 90      | 8.18%   | 159 |            |
| B.2.19.19.1.1<br>B.2.19.19.1.2 | P-9<br>P-9 | Digital Loop >= DS1/<10 circuits/Dispatch/TN(%)  Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(%)                         | Digital Loop >= DS1                            | 0.00%    | 90<br>5 | 0.1070  | 109 |            |
| B.2.19.19.1.2<br>B.2.19.19.2.1 | P-9        | Digital Loop >= DS1/>=10 circuits/Noir-Dispatch/TN(%)  | Digital Loop >= DS1                            | 0.00 /6  |         |         |     |            |
| B.2.19.19.2.1<br>B.2.19.19.2.2 | P-9        | Digital Loop >= DS1/>=10 circuits/Dispatch/TN(%)  Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(%)                       | Digital Loop >= DS1  Digital Loop >= DS1       | <b>—</b> |         |         |     |            |
| 5.2.10.10.2.2                  |            | <u> </u>   | Digital 2005 >= 201                            |          | l       | 1       |     |            |
|                                |            | ge Completion Notice Interval - Mechanized   |  |          |         |         |     |            |
| B.2.21.1.1.1                   | P-5        | Switch Ports/<10 circuits/Dispatch/TN(hours)   | R&B (POTS)                                     | 1.97     | 14,169  |         |     | 16.247     |
| B.2.21.1.1.2                   | P-5        | Switch Ports/<10 circuits/Non-Dispatch/TN(hours)   | R&B (POTS)                                     | 1.34     | 202,579 | l       |     | 6.742      |
|                                |            |  |  |          |         |         |     |            |

| Measure        | Volume            | Measure | Volume | Deviation | Error    | ZScore  | Equity |
|----------------|-------------------|---------|--------|-----------|----------|---------|--------|
| 0.00%          | 407               | 4.00%   | 75     |           | 0.00000  |         | NO     |
| 0.00%          | 434               |         |        |           |          |         |        |
| 0.00%          | 1                 |         |        |           |          |         |        |
| 6.35%<br>7.30% | 3,278<br>178      | 6.82%   | 44     |           | 0.04381  | 0.1103  | YES    |
| 16.67%         | 6                 | 0.02%   | 44     |           | 0.04361  | 0.1103  | 150    |
| 7.10%          | 24,363            | 1.26%   | 159    |           | 0.02043  | 2.8581  | YES    |
| 7.10%          | 24,363            |         |        |           |          |         |        |
| 9.35%<br>9.35% | 107<br>107        | 0.00%   | 1      |           | 0.29243  | 0.3196  | YES    |
| 7.14%          | 24,125            |         |        |           |          |         |        |
| 8.79%          | 91                |         |        |           |          |         |        |
| 7.10%          | 24,363            | 0.00%   | 4      |           | 0.12840  | 0.5527  | YES    |
| 7.10%          | 24,363            | 0.0076  | *      |           | 0.12040  | 0.5521  | ILO    |
| 9.35%<br>9.35% | 107<br>107        |         |        |           |          |         |        |
| 7.14%          | 24,125            |         |        |           |          |         |        |
| 8.79%          | 91                |         |        |           |          |         |        |
|                |                   | 0.040/  | 202    |           | 0.04.400 | 0.4000  | VEO    |
| 7.10%<br>7.10% | 24,363<br>24,363  | 3.64%   | 330    |           | 0.01423  | 2.4292  | YES    |
| 9.35%          | 107<br>107        |         |        |           |          |         |        |
| 9.35%<br>7.14% | 24,125            |         |        |           |          |         |        |
| 8.79%          | 91                |         |        |           |          |         |        |
| 3.21%          | 2,745             | 15.15%  | 33     |           | 0.03085  | -3.8724 | NO     |
| 0.11%          | 891               |         |        |           |          |         |        |
| 0.00%<br>0.00% | 6<br>14           |         |        |           |          |         |        |
| 7.10%          | 24,363            |         |        |           |          | 0.10=0  | \/=o   |
| 3.39%<br>9.35% | 280,286<br>107    | 0.00%   | 1      |           | 0.18087  | 0.1872  | YES    |
| 0.00%          | 85                |         |        |           |          |         |        |
| 7.14%<br>3.40% | 24,125<br>279,195 | 0.00%   | 1      |           | 0.18121  | 0.1876  | YES    |
| 8.79%          | 91                |         |        |           |          |         |        |
| 0.00%<br>7.14% | 16<br>24,125      | + +     |        |           |          |         |        |
| 3.40%          | 279,195           |         |        |           |          |         |        |
| 8.79%<br>0.00% | 91<br>16          |         |        |           |          |         |        |
| 0.00%          | 267               | 6.53%   | 199    |           | 0.00000  |         | NO     |
| 0.00%          | 4                 |         |        |           |          |         |        |
| 0.00%          | 90                | 8.18%   | 159    |           | 0.00000  |         | NO     |
| 0.00%          | 5                 |         |        |           | -        |         |        |
|                |                   |         |        |           |          |         |        |
|                |                   |         |        |           |          |         |        |

Benchmark /

Analog

BST

BST

CLEC

CLEC

Standard Standard

Tennessee, July 2001

|               |     | ,  |
|---------------|-----|--|
| B.2.21.1.2.1  | P-5 | Switch Ports/>=10 circuits/Dispatch/TN(hours)                        |
| B.2.21.1.2.2  | P-5 | Switch Ports/>=10 circuits/Non-Dispatch/TN(hours)                    |
| B.2.21.2.1.1  | P-5 | Local Interoffice Transport/<10 circuits/Dispatch/TN(hours)          |
| B.2.21.2.1.2  | P-5 | Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(hours)      |
| B.2.21.2.2.1  | P-5 | Local Interoffice Transport/>=10 circuits/Dispatch/TN(hours)         |
| B.2.21.2.2.2  | P-5 | Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(hours)     |
| B.2.21.3.1.1  | P-5 | Loop + Port Combinations/<10 circuits/Dispatch/TN(hours)             |
| B.2.21.3.1.2  | P-5 | Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(hours)         |
| B.2.21.3.1.3  | P-5 | Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(hours)  |
| B.2.21.3.1.4  | P-5 | Loop + Port Combinations/<10 circuits/Dispatch In/TN(hours)          |
| B.2.21.3.2.1  | P-5 | Loop + Port Combinations/>=10 circuits/Dispatch/TN(hours)            |
| B.2.21.3.2.2  | P-5 | Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(hours)        |
| B.2.21.3.2.3  | P-5 | Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(hours) |
| B.2.21.3.2.4  | P-5 | Loop + Port Combinations/>=10 circuits/Dispatch In/TN(hours)         |
| B.2.21.4.1.1  | P-5 | Combo Other/<10 circuits/Dispatch/TN(hours)                          |
| B.2.21.4.1.4  | P-5 | Combo Other/<10 circuits/Dispatch In/TN(hours)                       |
| B.2.21.4.2.1  | P-5 | Combo Other/>=10 circuits/Dispatch/TN(hours)                         |
| B.2.21.4.2.4  | P-5 | Combo Other/>=10 circuits/Dispatch In/TN(hours)                      |
| B.2.21.5.1.1  | P-5 | xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(hours)            |
| B.2.21.5.1.2  | P-5 | xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(hours)        |
| B.2.21.5.2.1  | P-5 | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(hours)           |
| B.2.21.5.2.2  | P-5 | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(hours)       |
| B.2.21.6.1.1  | P-5 | UNE ISDN/<10 circuits/Dispatch/TN(hours)                             |
| B.2.21.6.1.2  | P-5 | UNE ISDN/<10 circuits/Non-Dispatch/TN(hours)                         |
| B.2.21.6.2.1  | P-5 | UNE ISDN/>=10 circuits/Dispatch/TN(hours)                            |
| B.2.21.6.2.2  | P-5 | UNE ISDN/>=10 circuits/Non-Dispatch/TN(hours)                        |
| B.2.21.7.1.1  | P-5 | Line Sharing/<10 circuits/Dispatch/TN(hours)                         |
| B.2.21.7.1.2  | P-5 | Line Sharing/<10 circuits/Non-Dispatch/TN(hours)                     |
| B.2.21.7.2.1  | P-5 | Line Sharing/>=10 circuits/Dispatch/TN(hours)                        |
| B.2.21.7.2.2  | P-5 | Line Sharing/>=10 circuits/Non-Dispatch/TN(hours)                    |
| B.2.21.8.1.1  | P-5 | 2W Analog Loop Design/<10 circuits/Dispatch/TN(hours)                |
| B.2.21.8.1.2  | P-5 | 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(hours)            |
| B.2.21.8.2.1  | P-5 | 2W Analog Loop Design/>=10 circuits/Dispatch/TN(hours)               |
| B.2.21.8.2.2  | P-5 | 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(hours)           |
| B.2.21.9.1.1  | P-5 | 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(hours)            |
| B.2.21.9.1.4  | P-5 | 2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(hours)         |
| B.2.21.9.2.1  | P-5 | 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(hours)           |
| B.2.21.9.2.4  | P-5 | 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(hours)        |
| B.2.21.10.1.1 | P-5 | 2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(hours)          |
| B.2.21.10.1.2 | P-5 | 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(hours)      |
| B.2.21.10.2.1 | P-5 | 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(hours)         |
| B.2.21.10.2.2 | P-5 | 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(hours)     |
| B.2.21.11.1.1 | P-5 | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(hours)      |
| B.2.21.11.1.4 | P-5 | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(hours)   |
| B.2.21.11.2.1 | P-5 | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(hours)     |
| B.2.21.11.2.4 | P-5 | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(hours)  |
| B.2.21.12.1.1 | P-5 | 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(hours)          |
| B.2.21.12.1.2 | P-5 | 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(hours)      |
| B.2.21.12.2.1 | P-5 | 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(hours)         |
| B.2.21.12.2.2 | P-5 | 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(hours)     |
| B.2.21.13.1.1 | P-5 | 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(hours)      |
| B.2.21.13.1.4 | P-5 | 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(hours)   |
| B.2.21.13.2.1 | P-5 | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(hours)     |
| B.2.21.13.2.4 | P-5 | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(hours)  |
| B.2.21.14.1.1 | P-5 | Other Design/<10 circuits/Dispatch/TN(hours)                         |
| B.2.21.14.1.2 | P-5 | Other Design/<10 circuits/Non-Dispatch/TN(hours)                     |
| B.2.21.14.2.1 | P-5 | Other Design/>=10 circuits/Dispatch/TN(hours)                        |
| B.2.21.14.2.2 | P-5 | Other Design/>=10 circuits/Non-Dispatch/TN(hours)                    |
| B.2.21.15.1.1 | P-5 | Other Non-Design/<10 circuits/Dispatch/TN(hours)                     |
| B.2.21.15.1.2 | P-5 | Other Non-Design/<10 circuits/Non-Dispatch/TN(hours)                 |
| B.2.21.15.2.1 | P-5 | Other Non-Design/>=10 circuits/Dispatch/TN(hours)                    |
|               |     |  |

| Benchmark /<br>Analog                          | BST<br>Measure |  |
|--|----------------|--|
| R&B (POTS)                                     | 2.43           |  |
| R&B (POTS)                                     | 0.42           |  |
| DS1/ DS3 - Interoffice                         | ***            |  |
| DS1/ DS3 - Interoffice                         |                |  |
| DS1/ DS3 - Interoffice                         |                |  |
| DS1/ DS3 - Interoffice<br>R&B                  | 1.98           |  |
| R&B  | 1.34           |  |
| R&B  | 1.86           |  |
| R&B  | 0.92           |  |
| R&B  | 2.18           |  |
| R&B<br>R&B                                     | 0.58           |  |
| R&B  | 0.57<br>0.59   |  |
| R&B&D - Disp                                   | 16.78          |  |
| R&B&D - Disp                                   |                |  |
| R&B&D - Disp                                   | 2.91           |  |
| R&B&D - Disp                                   |                |  |
| ADSL to Retail<br>ADSL to Retail               | 2.39<br>0.83   |  |
| ADSL to Retail                                 | 0.03           |  |
| ADSL to Retail                                 | 0              |  |
| ISDN - BRI                                     | 39.00          |  |
| ISDN - BRI                                     | 2.85           |  |
| ISDN - BRI                                     | 0.01           |  |
| ISDN - BRI<br>ADSL to Retail                   | 0.68<br>2.39   |  |
| ADSL to Retail                                 | 0.83           |  |
| ADSL to Retail                                 | 0.11           |  |
| ADSL to Retail                                 |                |  |
| R&B - Disp                                     | 1.98           |  |
| R&B - Disp                                     | 1.98           |  |
| R&B - Disp<br>R&B - Disp                       | 2.18<br>2.18   |  |
| R&B (POTS) excl SB Or                          | 1.98           |  |
| R&B (POTS) excl SB Or                          | 0.90           |  |
| R&B (POTS) excl SB Or                          | 2.43           |  |
| R&B (POTS) excl SB Or                          | 0.42           |  |
| R&B - Disp<br>R&B - Disp                       | 1.98<br>1.98   |  |
| R&B - Disp                                     | 2.18           |  |
| R&B - Disp                                     | 2.18           |  |
| R&B (POTS) excl SB Or                          | 1.97           |  |
| R&B (POTS) excl SB Or                          | 0.90           |  |
| R&B (POTS) excl SB Or<br>R&B (POTS) excl SB Or | 2.43<br>0.42   |  |
| R&B - Disp                                     | 1.98           |  |
| R&B - Disp                                     | 1.98           |  |
| R&B - Disp                                     | 2.18           |  |
| R&B - Disp                                     | 2.18           |  |
| R&B (POTS) excl SB Or                          | 1.97           |  |
| R&B (POTS) excl SB Or<br>R&B (POTS) excl SB Or | 0.90<br>2.43   |  |
| R&B (POTS) excl SB Or                          | 0.42           |  |
| Design   | 143.03         |  |
| Design   | 52.34          |  |
| Design   | 10.74          |  |
| Design<br>R&B                                  | 0.83<br>1.98   |  |
| R&B<br>R&B                                     | 1.98           |  |
| R&B  | 2.18           |  |
|  |                |  |

| BST<br>Measure | BST<br>Volume     | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore   | Equity |
|----------------|-------------------|-----------------|----------------|-----------------------|-------------------|----------|--------|
| 2.43           | 66                |                 |                | 6.936                 |                   |          |        |
| 0.42           | 1                 |                 |                | 0.000                 |                   |          |        |
|                |                   |                 |                |                       |                   |          |        |
|                |                   |                 |                |                       |                   |          |        |
|                |                   |                 |                |                       |                   |          |        |
| 1.98           | 14,341            | 0.20            | 163            | 16.192                | 1.27541           | 1.3942   | YES    |
| 1.34           | 203,302           | 0.20            | 2.657          | 6.831                 | 0.13338           | 3.6069   | YES    |
| 1.86           | 92,060            | 0.79            | 925            | 8.487                 | 0.28044           | 3.8359   | YES    |
| 0.92           | 111,208           | 0.90            | 1,732          | 5.048                 | 0.12224           | 0.0874   | YES    |
| 2.18           | 75                | 0.18            | 2              | 6.560                 | 4.69970           | 0.4256   | YES    |
| 0.58           | 37                | 1.10            | 3              | 0.236                 | 0.14149           | -3.6440  | NO     |
| 0.57           | 22                |                 |                | 0.216                 |                   |          |        |
| 0.59           | 15                | 1.10            | 3              | 0.270                 | 0.17064           | -2.9497  | NO     |
| 16.78          | 16,018            |                 |                | 111.877               |                   |          |        |
| 2.91           | 82                |                 |                | 7.638                 |                   |          |        |
|                |                   |                 |                |                       |                   |          |        |
| 2.39           | 3,201             |                 |                | 13.768                |                   |          |        |
| 0.83<br>0.11   | 107<br>6          |                 |                | 1.867<br>0.184        |                   |          |        |
| 0.11           | 0                 |                 |                | 0.164                 |                   |          |        |
| 39.00          | 272               |                 |                | 76.618                |                   |          |        |
| 2.85           | 307               |                 |                | 9.784                 |                   |          |        |
| 0.01           | 3                 |                 |                | 0.012                 |                   |          |        |
| 0.68           | 1                 |                 |                | 0.000                 |                   |          |        |
| 2.39           | 3,201             |                 |                | 13.768                |                   |          |        |
| 0.83           | 107               |                 |                | 1.867                 |                   |          |        |
| 0.11           | 6                 |                 |                | 0.184                 |                   |          |        |
| 4.00           | 14,341            | 49.30           | 00             | 40.400                | 4 70400           | 07.4000  | NO     |
| 1.98<br>1.98   | 14,341            | 49.30           | 89             | 16.192<br>16.192      | 1.72162           | -27.4866 | NO     |
| 2.18           | 75                |                 |                | 6.560                 |                   |          |        |
| 2.18           | 75                |                 |                | 6.560                 |                   |          |        |
| 1.98           | 14,203            |                 |                | 16.247                |                   |          |        |
| 0.90           | 110,801           |                 |                | 4.822                 |                   |          |        |
| 2.43           | 66                |                 |                | 6.936                 |                   |          |        |
| 0.42           | 1                 |                 |                | 0.000                 |                   |          |        |
| 1.98           | 14,341            |                 |                | 16.192                |                   |          |        |
| 1.98           | 14,341            |                 |                | 16.192                |                   |          |        |
| 2.18<br>2.18   | 75<br>75          |                 |                | 6.560<br>6.560        |                   |          |        |
| 1.97           | 14,166            | 1               |                | 16.247                |                   |          |        |
| 0.90           | 110,801           |                 |                | 4.822                 |                   |          |        |
| 2.43           | 66                |                 |                | 6.936                 |                   |          |        |
| 0.42           | 1                 |                 |                | 0.000                 |                   |          |        |
| 1.98           | 14,341            | 15.86           | 49             | 16.192                | 2.31703           | -5.9892  | NO     |
| 1.98           | 14,341            |                 |                | 16.192                |                   |          |        |
| 2.18           | 75                |                 |                | 6.560                 |                   |          |        |
| 2.18           | 75                |                 |                | 6.560                 |                   |          |        |
| 1.97<br>0.90   | 14,166<br>110.801 | <b> </b>        |                | 16.247<br>4.822       |                   |          |        |
| 2.43           | 66                | 1               |                | 6.936                 |                   |          |        |
| 0.42           | 1                 |                 |                | 0.000                 |                   |          |        |
| 143.03         | 1,680             | † †             |                | 303.031               |                   |          |        |
| 52.34          | 130               |                 |                | 193.604               |                   |          |        |
| 10.74          | 7                 |                 | -              | 13.655                |                   |          |        |
| 0.83           | 9                 |                 | ·              | 0.217                 |                   |          |        |
| 1.98           | 14,341            | ļļ              |                | 16.192                |                   |          |        |
| 1.34           | 203,302           |                 |                | 6.831                 |                   |          |        |
| 2.18           | 75                |                 |                | 6.560                 |                   |          |        |

Tennessee, July 2001

| B.2.21.15.2.2 | P-5 | Other Non-Design/>=10 circuits/Non-Dispatch/TN(hours)    |
|---------------|-----|--|
| B.2.21.16.1.1 | P-5 | INP (Standalone)/<10 circuits/Dispatch/TN(hours)         |
| B.2.21.16.1.2 | P-5 | INP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)     |
| B.2.21.16.2.1 | P-5 | INP (Standalone)/>=10 circuits/Dispatch/TN(hours)        |
| B.2.21.16.2.2 | P-5 | INP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)    |
| B.2.21.17.1.1 | P-5 | LNP (Standalone)/<10 circuits/Dispatch/TN(hours)         |
| B.2.21.17.1.2 | P-5 | LNP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)     |
| B.2.21.17.2.1 | P-5 | LNP (Standalone)/>=10 circuits/Dispatch/TN(hours)        |
| B.2.21.17.2.2 | P-5 | LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)    |
| B.2.21.18.1.1 | P-5 | Digital Loop < DS1/<10 circuits/Dispatch/TN(hours)       |
| B.2.21.18.1.2 | P-5 | Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(hours)   |
| B.2.21.18.2.1 | P-5 | Digital Loop < DS1/>=10 circuits/Dispatch/TN(hours)      |
| B.2.21.18.2.2 | P-5 | Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(hours)  |
| B.2.21.19.1.1 | P-5 | Digital Loop >= DS1/<10 circuits/Dispatch/TN(hours)      |
| B.2.21.19.1.2 | P-5 | Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(hours)  |
| B.2.21.19.2.1 | P-5 | Digital Loop >= DS1/>=10 circuits/Dispatch/TN(hours)     |
| B.2.21.19.2.2 | P-5 | Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(hours) |
|               |     |  |

| Analog              |
|---------------------|
| R&B                 |
| R&B (POTS)          |
| Digital Loop < DS1  |
| Digital Loop >= DS1 |
| Digital Loop >= DS1 |
| Digital Loop >= DS1 |
| Digital Loop >= DS1 |
|                     |

Benchmark /

| BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore    | Equity |
|----------------|---------------|-----------------|----------------|-----------------------|-------------------|-----------|--------|
| 0.58           | 37            |                 |                | 0.236                 |                   |           |        |
| 1.97           | 14,169        |                 |                | 16.247                |                   |           |        |
| 1.34           | 202,579       |                 |                | 6.742                 |                   |           |        |
| 2.43           | 66            |                 |                | 6.936                 |                   |           |        |
| 0.42           | 1             |                 |                | 0.000                 |                   |           |        |
| 1.97           | 14,169        | 1.16            | 4              | 16.247                | 8.12465           | 0.1002    | YES    |
| 1.34           | 202,579       | 58.88           | 203            | 6.742                 | 0.47346           | -121.5322 | NO     |
| 2.43           | 66            |                 |                | 6.936                 |                   |           |        |
| 0.42           | 1             |                 |                | 0.000                 |                   |           |        |
| 72.49          | 184           |                 |                | 149.354               |                   |           |        |
| 1.19           | 2             |                 |                | 1.577                 |                   |           |        |
| 104.00         | 92            | 34.91           | 33             | 177.207               | 35.95721          | 1.9213    | YES    |
| 41.36          | 17            | 34.91           | 33             | 79.060                | 35.95721          | 1.9213    | TES    |
|                |               |                 | <u> </u>       |                       |                   |           |        |

| D.Z.Z1.19.1.Z | F=3 | Digital Loop >= D31/< 10 circuits/Non-Dispatch/110(hours)            |
|---------------|-----|--|
| B.2.21.19.2.1 | P-5 | Digital Loop >= DS1/>=10 circuits/Dispatch/TN(hours)                 |
| B.2.21.19.2.2 | P-5 | Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(hours)             |
|               |     | e Completion Notice Interval - Non-Mechanized                        |
| B.2.22.1.1.1  | P-5 | Switch Ports/<10 circuits/Dispatch/TN(hours)                         |
| B.2.22.1.1.2  | P-5 | Switch Ports/<10 circuits/Non-Dispatch/TN(hours)                     |
| B.2.22.1.2.1  | P-5 | Switch Ports/>=10 circuits/Dispatch/TN(hours)                        |
| B.2.22.1.2.2  | P-5 | Switch Ports/>=10 circuits/Non-Dispatch/TN(hours)                    |
| B.2.22.2.1.1  | P-5 | Local Interoffice Transport/<10 circuits/Dispatch/TN(hours)          |
| B.2.22.2.1.2  | P-5 | Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(hours)      |
| B.2.22.2.2.1  | P-5 | Local Interoffice Transport/>=10 circuits/Dispatch/TN(hours)         |
| B.2.22.2.2.2  | P-5 | Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(hours)     |
| B.2.22.3.1.1  | P-5 | Loop + Port Combinations/<10 circuits/Dispatch/TN(hours)             |
| B.2.22.3.1.2  | P-5 | Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(hours)         |
| B.2.22.3.1.3  | P-5 | Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(hours)  |
| B.2.22.3.1.4  | P-5 | Loop + Port Combinations/<10 circuits/Dispatch In/TN(hours)          |
| B.2.22.3.2.1  | P-5 | Loop + Port Combinations/>=10 circuits/Dispatch/TN(hours)            |
| B.2.22.3.2.2  | P-5 | Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(hours)        |
| B.2.22.3.2.3  | P-5 | Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(hours) |
| B.2.22.3.2.4  | P-5 | Loop + Port Combinations/>=10 circuits/Dispatch In/TN(hours)         |
| B.2.22.4.1.1  | P-5 | Combo Other/<10 circuits/Dispatch/TN(hours)                          |
| B.2.22.4.1.4  | P-5 | Combo Other/<10 circuits/Dispatch In/TN(hours)                       |
| B.2.22.4.2.1  | P-5 | Combo Other/>=10 circuits/Dispatch/TN(hours)                         |
| B.2.22.4.2.4  | P-5 | Combo Other/>=10 circuits/Dispatch In/TN(hours)                      |
| B.2.22.5.1.1  | P-5 | xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(hours)            |
| B.2.22.5.1.2  | P-5 | xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(hours)        |
| B.2.22.5.2.1  | P-5 | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(hours)           |
| B.2.22.5.2.2  | P-5 | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(hours)       |
| B.2.22.6.1.1  | P-5 | UNE ISDN/<10 circuits/Dispatch/TN(hours)                             |
| B.2.22.6.1.2  | P-5 | UNE ISDN/<10 circuits/Non-Dispatch/TN(hours)                         |
| B.2.22.6.2.1  | P-5 | UNE ISDN/>=10 circuits/Dispatch/TN(hours)                            |
| B.2.22.6.2.2  | P-5 | UNE ISDN/>=10 circuits/Non-Dispatch/TN(hours)                        |
| B.2.22.7.1.1  | P-5 | Line Sharing/<10 circuits/Dispatch/TN(hours)                         |
| B.2.22.7.1.2  | P-5 | Line Sharing/<10 circuits/Non-Dispatch/TN(hours)                     |
| B.2.22.7.2.1  | P-5 | Line Sharing/>=10 circuits/Dispatch/TN(hours)                        |
| B.2.22.7.2.2  | P-5 | Line Sharing/>=10 circuits/Non-Dispatch/TN(hours)                    |
| B.2.22.8.1.1  | P-5 | 2W Analog Loop Design/<10 circuits/Dispatch/TN(hours)                |
| B.2.22.8.1.2  | P-5 | 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(hours)            |
| B.2.22.8.2.1  | P-5 | 2W Analog Loop Design/>=10 circuits/Dispatch/TN(hours)               |
| B.2.22.8.2.2  | P-5 | 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(hours)           |
| B.2.22.9.1.1  | P-5 | 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(hours)            |
| B.2.22.9.1.4  | P-5 | 2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(hours)         |
| B.2.22.9.2.1  | P-5 | 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(hours)           |
| B.2.22.9.2.4  | P-5 | 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(hours)        |
| B.2.22.10.1.1 | P-5 | 2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(hours)          |
| B.2.22.10.1.2 | P-5 | 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(hours)      |
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| Diagnostic |
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| 33.99 | 2   |  | Diagnostic |
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| 28.68 | 12  |  | Diagnostic |
| 19.63 | 41  |  | Diagnostic |
| 14.00 | 29  |  | Diagnostic |
| 33.22 | 12  |  | Diagnostic |
|       |     |  | Diagnostic |
| 43.89 | 155 |  | Diagnostic |
|       |     |  | Diagnostic |
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|       |     |  | Diagnostic |
| 54.90 | 66  |  | Diagnostic |
|       |     |  | Diagnostic |
| 14.25 | 48  |  | Diagnostic |
|       |     |  | Diagnostic |
|       |     |  | Diagnostic |
| 50.68 | 106 |  | Diagnostic |
|       |     |  | Diagnostic |
| 65.83 | 1   |  | Diagnostic |
|       |     |  | Diagnostic |

| B.2.22.10.2.1 | P-5 | 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(hours)        |
|---------------|-----|---|
| B.2.22.10.2.2 | P-5 | 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(hours)    |
| B.2.22.11.1.1 | P-5 | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(hours)     |
| B.2.22.11.1.4 | P-5 | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(hours)  |
| B.2.22.11.2.1 | P-5 | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(hours)    |
| B.2.22.11.2.4 | P-5 | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(hours) |
| B.2.22.12.1.1 | P-5 | 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(hours)         |
| 3.2.22.12.1.2 | P-5 | 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(hours)     |
| 3.2.22.12.2.1 | P-5 | 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(hours)        |
| B.2.22.12.2.2 | P-5 | 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(hours)    |
| B.2.22.13.1.1 | P-5 | 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(hours)     |
| 3.2.22.13.1.4 | P-5 | 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(hours)  |
| 3.2.22.13.2.1 | P-5 | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(hours)    |
| 3.2.22.13.2.4 | P-5 | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(hours) |
| 3.2.22.14.1.1 | P-5 | Other Design/<10 circuits/Dispatch/TN(hours)                        |
| 3.2.22.14.1.2 | P-5 | Other Design/<10 circuits/Non-Dispatch/TN(hours)                    |
| 3.2.22.14.2.1 | P-5 | Other Design/>=10 circuits/Dispatch/TN(hours)                       |
| 3.2.22.14.2.2 | P-5 | Other Design/>=10 circuits/Non-Dispatch/TN(hours)                   |
| 3.2.22.15.1.1 | P-5 | Other Non-Design/<10 circuits/Dispatch/TN(hours)                    |
| 3.2.22.15.1.2 | P-5 | Other Non-Design/<10 circuits/Non-Dispatch/TN(hours)                |
| 3.2.22.15.2.1 | P-5 | Other Non-Design/>=10 circuits/Dispatch/TN(hours)                   |
| 3.2.22.15.2.2 | P-5 | Other Non-Design/>=10 circuits/Non-Dispatch/TN(hours)               |
| 3.2.22.16.1.1 | P-5 | INP (Standalone)/<10 circuits/Dispatch/TN(hours)                    |
| 3.2.22.16.1.2 | P-5 | INP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)                |
| 3.2.22.16.2.1 | P-5 | INP (Standalone)/>=10 circuits/Dispatch/TN(hours)                   |
| B.2.22.16.2.2 | P-5 | INP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)               |
| B.2.22.17.1.1 | P-5 | LNP (Standalone)/<10 circuits/Dispatch/TN(hours)                    |
| B.2.22.17.1.2 | P-5 | LNP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)                |
| B.2.22.17.2.1 | P-5 | LNP (Standalone)/>=10 circuits/Dispatch/TN(hours)                   |
|               |     |   |

Digital Loop < DS1/<10 circuits/Dispatch/TN(hours) Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(hours)

Digital Loop < DS1/>=10 circuits/Dispatch/TN(hours)

Digital Loop >= DS1/<10 circuits/Dispatch/TN(hours)

Digital Loop >= DS1/>=10 circuits/Dispatch/TN(hours)

LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)

Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(hours)

Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(hours)

Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(hours)

|--|

|              | TOTAL SE | ervice Order Cycle Time - Mechanized                            |
|--------------|----------|---|
| B.2.24.1.1.1 | P-10     | Switch Ports/<10 circuits/Dispatch/TN(days)                     |
| B.2.24.1.1.2 | P-10     | Switch Ports/<10 circuits/Non-Dispatch/TN(days)                 |
| B.2.24.1.2.1 | P-10     | Switch Ports/>=10 circuits/Dispatch/TN(days)                    |
| B.2.24.1.2.2 | P-10     | Switch Ports/>=10 circuits/Non-Dispatch/TN(days)                |
| B.2.24.2.1.1 | P-10     | Local Interoffice Transport/<10 circuits/Dispatch/TN(days)      |
| B.2.24.2.1.2 | P-10     | Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.24.2.2.1 | P-10     | Local Interoffice Transport/>=10 circuits/Dispatch/TN(days)     |
| B.2.24.2.2.2 | P-10     | Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days) |
| B.2.24.3.1.1 | P-10     | Loop + Port Combinations/<10 circuits/Dispatch/TN(days)         |
| B.2.24.3.1.2 | P-10     | Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)     |
| B.2.24.3.2.1 | P-10     | Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)        |
| B.2.24.3.2.2 | P-10     | Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)    |
| B.2.24.4.1.1 | P-10     | Combo Other/<10 circuits/Dispatch/TN(days)                      |
| B.2.24.4.1.2 | P-10     | Combo Other/<10 circuits/Non-Dispatch/TN(days)                  |
| B.2.24.4.2.1 | P-10     | Combo Other/>=10 circuits/Dispatch/TN(days)                     |
| B.2.24.4.2.2 | P-10     | Combo Other/>=10 circuits/Non-Dispatch/TN(days)                 |
| B.2.24.5.1.1 | P-10     | xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)        |
| B.2.24.5.1.2 | P-10     | xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)    |
| B.2.24.5.2.1 | P-10     | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)       |
| B.2.24.5.2.2 | P-10     | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.24.6.1.1 | P-10     | UNE ISDN/<10 circuits/Dispatch/TN(days)                         |
|              |          |   |

| Benchmark /<br>Analog    |
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| 13.92 21 Diagno  |      |
| 16.35 275 Diagno   |      |
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| 45.47 189 Diagno   |      |
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| 41.33 127 Diagno   |      |
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|  |      |       |  | Diagnostic |
|  | 3.95 | 49    |  | Diagnostic |
|  | 1.09 | 1,260 |  | Diagnostic |
|  |      |       |  | Diagnostic |

B.2.22.17.2.2

B.2.22.18.1.1

B.2.22.18.1.2 B.2.22.18.2.1

B.2.22.18.2.2

B.2.22.19.1.1

B.2.22.19.1.2

B.2.22.19.2.1 B.2.22.19.2.2 P-5

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Diagnostic

#### **BellSouth Monthly State Summary** Tennessee, July 2001

B.2.24.6.1.2 P-10 UNE ISDN/<10 circuits/Non-Dispatch/TN(days) B.2.24.6.2.1 UNE ISDN/>=10 circuits/Dispatch/TN(days) B.2.24.6.2.2 UNE ISDN/>=10 circuits/Non-Dispatch/TN(days) B.2.24.7.1.1 P-10 Line Sharing/<10 circuits/Dispatch/TN(days) B 2 24 7 1 2 P-10 Line Sharing/<10 circuits/Non-Dispatch/TN(days) B.2.24.7.2.1 Line Sharing/>=10 circuits/Dispatch/TN(days) B 2 24 7 2 2 P-10 Line Sharing/>=10 circuits/Non-Dispatch/TN(days) B.2.24.8.1.1 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B 2 24 8 1 2 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days) B.2.24.8.2.1 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days) B 2 24 8 2 2 P-10 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days) B.2.24.9.1.1 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days) B.2.24.9.1.2 2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days) -10 B.2.24.9.2.1 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days) B.2.24.9.2.2 -10 2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.24.10.1.1 2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days) B.2.24.10.1.2 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days) B.2.24.10.2.1 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days) B.2.24.10.2.2 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days) 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days) B.2.24.11.1.1 B.2.24.11.1.2 2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN(days) 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(days) B.2.24.11.2.1 P-10 B.2.24.11.2.2 2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.24.12.1.1 P-14 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days) B.2.24.12.1.2 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(days) B.2.24.12.2.1 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(days) P-14 B.2.24.12.2.2 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days) B.2.24.13.1.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(days) B.2.24.13.1.2 P-14 2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.24.13.2.1 P-14 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days) B.2.24.13.2.2 2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN(days) Other Design/<10 circuits/Dispatch/TN(days) B.2.24.14.1.1 B.2.24.14.1.2 Other Design/<10 circuits/Non-Dispatch/TN(days Other Design/>=10 circuits/Dispatch/TN(days) B.2.24.14.2.1 B.2.24.14.2.2 Other Design/>=10 circuits/Non-Dispatch/TN(days) B.2.24.15.1.1 Other Non-Design/<10 circuits/Dispatch/TN(days) -10 B 2 24 15 1 2 2-10 Other Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.24.15.2.1 Other Non-Design/>=10 circuits/Dispatch/TN(days) B.2.24.15.2.2 P-10 Other Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.24.16.1.1 INP (Standalone)/<10 circuits/Dispatch/TN(days) B.2.24.16.1.2 P-10 INP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.24.16.2.1 INP (Standalone)/>=10 circuits/Dispatch/TN(days) B.2.24.16.2.2 INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) P-10 B.2.24.17.1.1 LNP (Standalone)/<10 circuits/Dispatch/TN(days) LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.24.17.1.2 P-14 B.2.24.17.2.1 LNP (Standalone)/>=10 circuits/Dispatch/TN(days) B.2.24.17.2.2 '-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.24.18.1.1 Digital Loop < DS1/<10 circuits/Dispatch/TN(days) B.2.24.18.1.2 Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days) B.2.24.18.2.1 Digital Loop < DS1/>=10 circuits/Dispatch/TN(days) B.2.24.18.2.2 Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days) -10 B.2.24.19.1.1 Digital Loop >= DS1/<10 circuits/Dispatch/TN(days) B.2.24.19.1.2 -10 Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(days) B.2.24.19.2.1 Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days) B.2.24.19.2.2 Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days

|              | Total Service Order Cycle Time - Partially Mechanized |  |  |  |
|--------------|---|--|--|--|
| B.2.25.1.1.1 | P-10  | Switch Ports/<10 circuits/Dispatch/TN(days)      |  |  |
| B.2.25.1.1.2 | P-10  | Switch Ports/<10 circuits/Non-Dispatch/TN(days)  |  |  |
| B.2.25.1.2.1 | P-10  | Switch Ports/>=10 circuits/Dispatch/TN(days)     |  |  |
| B.2.25.1.2.2 | P-10  | Switch Ports/>=10 circuits/Non-Dispatch/TN(days) |  |  |

| Analog     | Measure | Volume | Measure | Volume | Deviation | Error | ZScore | Equity     |
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| Diagnostic |         |        | 6.00    | 8      |           |       |        | Diagnostic |
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| Diagnostic |         |        | 6.00    | 2      |           |       |        | Diagnostic |
| Diagnostic |         |        | 0.00    |        |           |       |        | Diagnostic |
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| Diagnostic |         |        | 3.43    | 72     |           |       |        | Diagnostic |
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| Diagnostic |         |        | 6.25    | 4      |           |       |        | Diagnostic |
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Diagnostic

Benchmark /

Analog

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Measure

BST

Volume

CLEC

Measure

CLEC

Volume

Standard

Deviation

Standard

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7Score

| B.2.25.2.1.1                   | P-10         | Local Interoffice Transport/<10 circuits/Dispatch/TN(days)  |
|--------------------------------|--------------|---|
| B.2.25.2.1.2                   | P-10         | Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.25.2.2.1                   | P-10         | Local Interoffice Transport/>=10 circuits/Dispatch/TN(days)   |
| B.2.25.2.2.2                   | P-10         | Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.25.3.1.1                   | P-10         | Loop + Port Combinations/<10 circuits/Dispatch/TN(days)   |
| B.2.25.3.1.2                   | P-10         | Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.25.3.2.1                   | P-10         | Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)  |
| B.2.25.3.2.2                   | P-10         | Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.25.4.1.1                   | P-10         | Combo Other/<10 circuits/Dispatch/TN(days)  |
| B.2.25.4.1.2                   | P-10         | Combo Other/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.25.4.2.1                   | P-10         | Combo Other/>=10 circuits/Dispatch/TN(days)   |
| B.2.25.4.2.2                   | P-10         | Combo Other/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.25.5.1.1                   | P-10         | xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)  |
| B.2.25.5.1.2                   | P-10         | xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.25.5.2.1                   | P-10         | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)   |
| B.2.25.5.2.2                   | P-10         | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.25.6.1.1                   | P-10         | UNE ISDN/<10 circuits/Dispatch/TN(days)   |
| B.2.25.6.1.2                   | P-10         | UNE ISDN/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.25.6.2.1                   | P-10         | UNE ISDN/>=10 circuits/Dispatch/TN(days)  |
| B.2.25.6.2.2                   | P-10         | UNE ISDN/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.25.7.1.1                   | P-10         | Line Sharing/<10 circuits/Dispatch/TN(days)   |
| B.2.25.7.1.2                   | P-10         | Line Sharing/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.25.7.2.1                   | P-10         | Line Sharing/>=10 circuits/Dispatch/TN(days)  |
| B.2.25.7.2.2                   | P-10         | Line Sharing/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.25.8.1.1                   | P-10         | 2W Analog Loop Design/<10 circuits/Dispatch/TN(days)  |
| B.2.25.8.1.2                   | P-10         | 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.25.8.2.1                   | P-10         | 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)   |
| B.2.25.8.2.2                   | P-10         | 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.25.9.1.1                   | P-10         | 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)  |
| B.2.25.9.1.2                   | P-10         | 2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.25.9.2.1                   | P-10         | 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)   |
| B.2.25.9.2.2                   | P-10         | 2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.25.10.1.1                  | P-10         | 2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)  |
| B.2.25.10.1.2                  | P-10<br>P-10 | 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.25.10.2.1                  |              | 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days)   |
| B.2.25.10.2.2<br>B.2.25.11.1.1 | P-10<br>P-10 | 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)  2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days) |
| B.2.25.11.1.1<br>B.2.25.11.1.2 | P-10         | 2W Analog Loop w/INP Non-Design/<10 circuits/bispatch/TN(days)  |
| B.2.25.11.1.2<br>B.2.25.11.2.1 | P-10         | 2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.25.11.2.1<br>B.2.25.11.2.2 | P-10         | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(days)   |
| B.2.25.11.2.2<br>B.2.25.12.1.1 | P-14         | 2W Analog Loop w/INF Notibesign/>=10 circuits/Notibispatch/TN(days)   |
| B.2.25.12.1.1                  | P-14         | 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.25.12.1.2                  | P-14         | 2W Analog Loop w/LNP Design/>=10 circuits/Noi>=0spatch/TN(days)   |
| B.2.25.12.2.1<br>B.2.25.12.2.2 | P-14         | 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(days)  2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days)    |
| B.2.25.13.1.1                  | P-14         | 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(days)  |
| B.2.25.13.1.2                  | P-14         | 2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.25.13.2.1                  | P-14         | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days)   |
| B.2.25.13.2.2                  | P-14         | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.25.14.1.1                  | P-10         | Other Design/<10 circuits/Dispatch/TN(days)   |
| B.2.25.14.1.2                  | P-10         | Other Design/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.25.14.2.1                  | P-10         | Other Design/>=10 circuits/Dispatch/TN(days)  |
| B.2.25.14.2.2                  | P-10         | Other Design/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.25.15.1.1                  | P-10         | Other Non-Design/<10 circuits/Dispatch/TN(days)   |
| B.2.25.15.1.2                  | P-10         | Other Non-Design/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.25.15.2.1                  | P-10         | Other Non-Design/>=10 circuits/Dispatch/TN(days)  |
| B.2.25.15.2.2                  | P-10         | Other Non-Design/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.25.16.1.1                  | P-10         | INP (Standalone)/<10 circuits/Dispatch/TN(days)   |
| B.2.25.16.1.2                  | P-10         | INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.25.16.2.1                  | P-10         | INP (Standalone)/>=10 circuits/Dispatch/TN(days)  |
| B.2.25.16.2.2                  | P-10         | INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.25.17.1.1                  | P-14         | LNP (Standalone)/<10 circuits/Dispatch/TN(days)   |

| Benchmark / | BST     | BST    | CLEC    | CLEC   | Standard  | Standard |        |            |
|-------------|---------|--------|---------|--------|-----------|----------|--------|------------|
| Analog      | Measure | Volume | Measure | Volume | Deviation | Error    | ZScore | Equity     |
| Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
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| Diagnostic  |         |        | 5.51    | 50     |           |          |        | Diagnostic |
| Diagnostic  |         |        | 1.92    | 819    |           |          |        | Diagnostic |
| Diagnostic  |         |        | 1.00    | 1      |           |          |        | Diagnostic |
| Diagnostic  |         |        | 3.00    | 3      |           |          |        | Diagnostic |
| Diagnostic  |         |        | 0.00    | -      |           |          |        | Diagnostic |
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| Diagnostic  |         |        | 8.50    | 42     |           |          |        | Diagnostic |
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| Diagnostic  |         |        | C 77    | 30     |           |          |        | Diagnostic |
| Diagnostic  |         |        | 6.77    | 30     |           |          |        | Diagnostic |
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| B.2.25.17.1.2                  | P-14         | LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)   |
|--------------------------------|--------------|---|
| B.2.25.17.2.1                  | P-14         | LNP (Standalone)/>=10 circuits/Dispatch/TN(days)  |
| B.2.25.17.2.2                  | P-14         | LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.25.18.1.1                  | P-10         | Digital Loop < DS1/<10 circuits/Dispatch/TN(days)   |
| B.2.25.18.1.2                  | P-10         | Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.25.18.2.1                  | P-10         | Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)  |
| B.2.25.18.2.2                  | P-10         | Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.25.19.1.1                  | P-10         | Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)  |
| B.2.25.19.1.2                  | P-10         | Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.25.19.2.1                  | P-10         | Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days)   |
| B.2.25.19.2.2                  | P-10         | Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days)   |
|                                | Total S      | Service Order Cycle Time - Non-Mechanized   |
| B.2.26.1.1.1                   | P-10         | Switch Ports/<10 circuits/Dispatch/TN(days)   |
| B.2.26.1.1.2                   | P-10         | Switch Ports/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.26.1.2.1                   | P-10         | Switch Ports/>=10 circuits/Dispatch/TN(days)  |
| B.2.26.1.2.2                   | P-10         | Switch Ports/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.26.2.1.1                   | P-10         | Local Interoffice Transport/<10 circuits/Dispatch/TN(days)  |
| B.2.26.2.1.2                   | P-10         | Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.26.2.2.1                   | P-10         | Local Interoffice Transport/>=10 circuits/Dispatch/TN(days)   |
| B.2.26.2.2.2                   | P-10         | Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.26.3.1.1                   | P-10         | Loop + Port Combinations/<10 circuits/Dispatch/TN(days)   |
| B.2.26.3.1.2                   | P-10         | Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.26.3.2.1                   | P-10         | Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)  |
| B.2.26.3.2.2                   | P-10         | Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)  |
| B.2.26.4.1.1                   | P-10         | Combo Other/<10 circuits/Dispatch/TN(days)  |
| B.2.26.4.1.2                   | P-10         | Combo Other/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.26.4.2.1                   | P-10         | Combo Other/>=10 circuits/Noi-bispatch/TN(days)   |
| B.2.26.4.2.2                   | P-10         | Combo Other/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.26.5.1.1                   | P-10         | xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)  |
| B.2.26.5.1.1                   | P-10         | xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)  |
| B.2.26.5.1.2                   | P-10         | xDSL (ADSL, HDSL and UCL)/>=10 circuits/NoiPDispatch/TN(days)   |
| B.2.26.5.2.2                   | P-10         | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)  xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)        |
| B.2.26.6.1.1                   | P-10         | UNE ISDN/<10 circuits/Dispatch/TN(days)   |
| B.2.26.6.1.2                   | P-10         | UNE ISDN/<10 circuits/Dispatch/TN(days)   |
| B.2.26.6.2.1                   | P-10         | UNE ISDN/>=10 circuits/Dispatch/TN(days)  |
| B.2.26.6.2.2                   | P-10         | UNE ISDN/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.26.7.1.1                   | P-10         | Line Sharing/<10 circuits/Dispatch/TN(days)   |
| B.2.26.7.1.2                   | P-10         | Line Sharing/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.26.7.1.2<br>B.2.26.7.2.1   | P-10         | Line Sharing/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.26.7.2.1                   | P-10         | Line Sharing/>=10 circuits/Dispatch/TN(days)  Line Sharing/>=10 circuits/Non-Dispatch/TN(days)                                  |
| B.2.26.8.1.1                   | P-10         | 2W Analog Loop Design/<10 circuits/Dispatch/TN(days)  |
| B.2.26.8.1.2                   | P-10         | 2W Analog Loop Design/<10 circuits/Dispatch/TN(days)  |
| B.2.26.8.2.1                   | P-10         | 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.26.8.2.1                   | P-10         | 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)  2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)                |
| B.2.26.9.1.1                   | P-10         | 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)  |
| B.2.26.9.1.1<br>B.2.26.9.1.2   | P-10         | 2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.26.9.1.2<br>B.2.26.9.2.1   | P-10         | 2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)  2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)         |
| B.2.26.9.2.1<br>B.2.26.9.2.2   | P-10         | 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)  2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN(days)        |
| B.2.26.9.2.2<br>B.2.26.10.1.1  | P-10<br>P-10 | 2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN(days)  2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)       |
|                                | P-10<br>P-10 |   |
| B.2.26.10.1.2<br>B.2.26.10.2.1 | P-10<br>P-10 | 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.26.10.2.1<br>B.2.26.10.2.2 | P-10<br>P-10 | 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days)  2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)    |
|                                | P-10<br>P-10 | 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)  2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days) |
| B.2.26.11.1.1                  |              |   |
| B.2.26.11.1.2                  | P-10         | 2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.26.11.2.1                  | P-10         | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(days)   |
| B.2.26.11.2.2                  | P-10         | 2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.26.12.1.1                  | P-14         | 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)  |
| B.2.26.12.1.2                  | P-14         | 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.26.12.2.1                  | P-14         | 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(days)   |
| B.2.26.12.2.2                  | P-14         | 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days)   |

| Diagnostic Diagnosti | Benchmark /<br>Analog | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore | Equity     |
|--|-----------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|------------|
| Diagnostic   Dia | Diagnostic            |                |               | 7.45            | 47             |                       |                   |        | Diagnostic |
| Diagnostic   Dia | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic   Dia | Diagnostic            |                |               | 1.00            | 1              |                       |                   |        | Diagnostic |
| Diagnostic   Dia | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic   Dia | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic Diagnosti | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic   Dia | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic   Dia | Diagnostic            |                |               | 9.00            | 5              |                       |                   |        | Diagnostic |
| Diagnostic   Dia | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic   Dia | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic   Dia | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic   Dia |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic   Dia | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic   Dia |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic   Dia |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic   Dia |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic   Dia | Diagnostic            |                |               | 19.00           | 2              |                       |                   |        | Diagnostic |
| Diagnostic   Dia |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic   Diagnostic   9.75   8   Diagnostic   1.00   | Diagnostic            |                |               |                 |                |                       |                   |        |            |
| Diagnostic   Dia | Diagnostic            |                |               |                 |                |                       |                   |        |            |
| Diagnostic   Dia | Diagnostic            |                |               | 9.75            | 8              |                       |                   |        | Diagnostic |
| Diagnostic   Dia | Diagnostic            |                |               | 3.69            | 39             |                       |                   |        | Diagnostic |
| Diagnostic   Dia |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic   Dia | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         7.25         109         Diagnostic           Diagnostic         Diagnostic         Diagnostic           Diag   | Diagnostic            |                |               |                 |                |                       |                   |        |            |
| Diagnostic   Dia | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic <t< td=""><td>Diagnostic</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>Diagnostic</td></t<>   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic <t< td=""><td>Diagnostic</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>   | Diagnostic            |                |               |                 |                |                       |                   |        |            |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic <t< td=""><td>Diagnostic</td><td></td><td></td><td>7.25</td><td>109</td><td></td><td></td><td></td><td>Diagnostic</td></t<>  | Diagnostic            |                |               | 7.25            | 109            |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         13.96         54         Diagnostic           Diagnostic         Diagnostic         Diagnostic         Diagnostic   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         13.96         54         Diagnostic           Diagnostic         Diagnostic   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic <t< td=""><td>Diagnostic</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>Diagnostic</td></t<>   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic <t< td=""><td>Diagnostic</td><td></td><td></td><td>13.96</td><td>54</td><td></td><td></td><td></td><td></td></t<>  | Diagnostic            |                |               | 13.96           | 54             |                       |                   |        |            |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         5.62         47           Diagnostic         Diagnostic           Diagnostic         Diagnostic      <  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic         Diagnostic           Diagnostic         5.62         47         Diagnostic           Diagnostic         0         Diagnostic         Diagnostic           Diagnostic         0         63         Diagnostic         Diagnostic           Diagnostic         0  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic         5.62         47         Diagnostic           Diagnostic         Diagnostic         Diagnostic           Diagnostic         9.60         63         Diagnostic           Diagnostic         Diagnostic         Diagnostic  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic         Diagnostic           Diagnostic         9.60         63         Diagnostic           Diagnostic         Diagnostic         Diagnostic         Diagnostic         Diagnostic           Diagnostic   |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic         Diagnostic           Diagnostic         9.60         63         Diagnostic           Diagnostic         Diagnostic         Diagnostic         Diagnostic  |                       |                |               | 5.62            | 47             |                       |                   |        |            |
| Diagnostic         9.60         63         Diagnostic           Diagnostic         Diagnostic         Diagnostic  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic         Diagnostic  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic         Diagnostic  |                       |                |               | 9.60            | 63             |                       |                   |        |            |
| Diagnostic         Diagnostic  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic         Diagnostic  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic         Diagnostic  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic         Diagnostic  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic         Diagnostic  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic         Diagnostic  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic         Diagnostic  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic         Diagnostic  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic         Diagnostic  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic         Diagnostic  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         10.71         112         Diagnostic           Diagnostic         Diagnostic         Diagnostic           Diagnostic         Diagnostic         Diagnostic  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         10.71         112         Diagnostic           Diagnostic         Diagnostic         Diagnostic           Diagnostic         Diagnostic         Diagnostic  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic         Diagnostic           Diagnostic         10.71         112         Diagnostic           Diagnostic         Diagnostic         Diagnostic           Diagnostic         Diagnostic         Diagnostic  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic         10.71         112         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic Diagnostic Diagnostic Diagnostic  |                       |                |               | 10.71           | 110            |                       |                   |        |            |
| Diagnostic Diagnostic  |                       |                |               | 10./1           | 112            |                       |                   |        |            |
|  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic   |                       |                |               |                 |                |                       |                   |        |            |
|  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |

| Е | 3.2.26.13.1.1 | P-14 | 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(days)      |
|---|---------------|------|---|
| Е | 3.2.26.13.1.2 | P-14 | 2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN(days)  |
| E | 3.2.26.13.2.1 | P-14 | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days)     |
| E | 3.2.26.13.2.2 | P-14 | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN(days) |
| E | 3.2.26.14.1.1 | P-10 | Other Design/<10 circuits/Dispatch/TN(days)                         |
| E | 3.2.26.14.1.2 | P-10 | Other Design/<10 circuits/Non-Dispatch/TN(days)                     |
| E | 3.2.26.14.2.1 | P-10 | Other Design/>=10 circuits/Dispatch/TN(days)                        |
| E | 3.2.26.14.2.2 | P-10 | Other Design/>=10 circuits/Non-Dispatch/TN(days)                    |
| E | 3.2.26.15.1.1 | P-10 | Other Non-Design/<10 circuits/Dispatch/TN(days)                     |
| E | 3.2.26.15.1.2 | P-10 | Other Non-Design/<10 circuits/Non-Dispatch/TN(days)                 |
| Е | 3.2.26.15.2.1 | P-10 | Other Non-Design/>=10 circuits/Dispatch/TN(days)                    |
| E | 3.2.26.15.2.2 | P-10 | Other Non-Design/>=10 circuits/Non-Dispatch/TN(days)                |
| E | 3.2.26.16.1.1 | P-10 | INP (Standalone)/<10 circuits/Dispatch/TN(days)                     |
| E | 3.2.26.16.1.2 | P-10 | INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)                 |
| E | 3.2.26.16.2.1 | P-10 | INP (Standalone)/>=10 circuits/Dispatch/TN(days)                    |
| E | 3.2.26.16.2.2 | P-10 | INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)                |
| Е | 3.2.26.17.1.1 | P-14 | LNP (Standalone)/<10 circuits/Dispatch/TN(days)                     |
| Е | 3.2.26.17.1.2 | P-14 | LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)                 |
| Е | 3.2.26.17.2.1 | P-14 | LNP (Standalone)/>=10 circuits/Dispatch/TN(days)                    |
| E | 3.2.26.17.2.2 | P-14 | LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)                |
| E | 3.2.26.18.1.1 | P-10 | Digital Loop < DS1/<10 circuits/Dispatch/TN(days)                   |
| E | 3.2.26.18.1.2 | P-10 | Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)               |
| E | 3.2.26.18.2.1 | P-10 | Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)                  |
| E | 3.2.26.18.2.2 | P-10 | Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)              |
| E | 3.2.26.19.1.1 | P-10 | Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)                  |
|   | 3.2.26.19.1.2 | P-10 | Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(days)              |
|   | 3.2.26.19.2.1 | P-10 | Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days)                 |
| Е | 3.2.26.19.2.2 | P-10 | Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days)             |
|   |               |      |   |

| Total Service | Order Cycle | Time (off | arad) - Mai | hanizad |
|---------------|-------------|-----------|-------------|---------|

|              |      | ervice Order Cycle Time (offered) - Mechanized                  |
|--------------|------|---|
| B.2.28.1.1.1 | P-10 | Switch Ports/<10 circuits/Dispatch/TN(days)                     |
| B.2.28.1.1.2 | P-10 | Switch Ports/<10 circuits/Non-Dispatch/TN(days)                 |
| B.2.28.1.2.1 | P-10 | Switch Ports/>=10 circuits/Dispatch/TN(days)                    |
| B.2.28.1.2.2 | P-10 | Switch Ports/>=10 circuits/Non-Dispatch/TN(days)                |
| B.2.28.2.1.1 | P-10 | Local Interoffice Transport/<10 circuits/Dispatch/TN(days)      |
| B.2.28.2.1.2 | P-10 | Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.28.2.2.1 | P-10 | Local Interoffice Transport/>=10 circuits/Dispatch/TN(days)     |
| B.2.28.2.2.2 | P-10 | Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days) |
| B.2.28.3.1.1 | P-10 | Loop + Port Combinations/<10 circuits/Dispatch/TN(days)         |
| B.2.28.3.1.2 | P-10 | Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)     |
| B.2.28.3.2.1 | P-10 | Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)        |
| B.2.28.3.2.2 | P-10 | Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)    |
| B.2.28.4.1.1 | P-10 | Combo Other/<10 circuits/Dispatch/TN(days)                      |
| B.2.28.4.1.2 | P-10 | Combo Other/<10 circuits/Non-Dispatch/TN(days)                  |
| B.2.28.4.2.1 | P-10 | Combo Other/>=10 circuits/Dispatch/TN(days)                     |
| B.2.28.4.2.2 | P-10 | Combo Other/>=10 circuits/Non-Dispatch/TN(days)                 |
| B.2.28.5.1.1 | P-10 | xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)        |
| B.2.28.5.1.2 | P-10 | xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)    |
| B.2.28.5.2.1 | P-10 | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)       |
| B.2.28.5.2.2 | P-10 | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.28.6.1.1 | P-10 | UNE ISDN/<10 circuits/Dispatch/TN(days)                         |
| B.2.28.6.1.2 | P-10 | UNE ISDN/<10 circuits/Non-Dispatch/TN(days)                     |
| B.2.28.6.2.1 | P-10 | UNE ISDN/>=10 circuits/Dispatch/TN(days)                        |
| B.2.28.6.2.2 | P-10 | UNE ISDN/>=10 circuits/Non-Dispatch/TN(days)                    |
| B.2.28.7.1.1 | P-10 | Line Sharing/<10 circuits/Dispatch/TN(days)                     |
| B.2.28.7.1.2 | P-10 | Line Sharing/<10 circuits/Non-Dispatch/TN(days)                 |
| B.2.28.7.2.1 | P-10 | Line Sharing/>=10 circuits/Dispatch/TN(days)                    |
| B.2.28.7.2.2 | P-10 | Line Sharing/>=10 circuits/Non-Dispatch/TN(days)                |
| B.2.28.8.1.1 | P-10 | 2W Analog Loop Design/<10 circuits/Dispatch/TN(days)            |
| B.2.28.8.1.2 | P-10 | 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)        |
| B.2.28.8.2.1 | P-10 | 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)           |
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| Benchmark /              |
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| Diagnost   T.00   1   Diagnost   Diagnost  | tic |
| 7.00         1         Diagnost           1.60         182         Diagnost           3.00         1         Diagnost           2.93         5         Diagnost           9.87         134         Diagnost  | tic |
| 1.60         182         Diagnost           3.00         1         Diagnost           2.93         5         Diagnost           9.87         134         Diagnost  | tic |
| 3.00         1         Diagnost           2.93         5         Diagnost           9.87         134         Diagnost  | tic |
| 2.93         5         Diagnost           9.87         134         Diagnost  | tic |
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| 0.93 | 675 |  | Diagnostic |
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| 6.17 | 6   |  | Diagnostic |
| •    |     |  | Diagnostic |
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| B.2.28.8.2.2                 | P-10         | 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)  |
|------------------------------|--------------|--|
| B.2.28.9.1.1                 | P-10         | 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)   |
| B.2.28.9.1.2                 | P-10         | 2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.28.9.2.1                 | P-10         | 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)  |
| B.2.28.9.2.2                 | P-10         | 2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.28.10.1.1                | P-10         | 2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)   |
| B.2.28.10.1.2                | P-10         | 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.28.10.2.1                | P-10         | 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days)  |
| B.2.28.10.2.2                | P-10         | 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.28.11.1.1                | P-10         | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)   |
| B.2.28.11.1.2                | P-10         | 2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.28.11.2.1                | P-10         | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(days)  |
| B.2.28.11.2.2                | P-10         | 2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.28.12.1.1                | P-14         | 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)   |
| B.2.28.12.1.2                | P-14         | 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.28.12.2.1                | P-14         | 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(days)  |
| B.2.28.12.2.2                | P-14         | 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.28.13.1.1                | P-14         | 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(days)   |
| B.2.28.13.1.2                | P-14         | 2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.28.13.2.1                | P-14         | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days)  |
| B.2.28.13.2.2                | P-14         | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.28.14.1.1                | P-10         | Other Design/<10 circuits/Dispatch/TN(days)  |
| B.2.28.14.1.2                | P-10         | Other Design/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.28.14.2.1                | P-10         | Other Design/>=10 circuits/Dispatch/TN(days)   |
| B.2.28.14.2.2                | P-10         | Other Design/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.28.15.1.1                | P-10         | Other Non-Design/<10 circuits/Dispatch/TN(days)  |
| B.2.28.15.1.2                | P-10         | Other Non-Design/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.28.15.2.1                | P-10         | Other Non-Design/>=10 circuits/Dispatch/TN(days)   |
| B.2.28.15.2.2                | P-10         | Other Non-Design/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.28.16.1.1                | P-10         | INP (Standalone)/<10 circuits/Dispatch/TN(days)  |
| B.2.28.16.1.2                | P-10         | INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.28.16.2.1                | P-10         | INP (Standalone)/>=10 circuits/Dispatch/TN(days)   |
| B.2.28.16.2.2                | P-10         | INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.28.17.1.1                | P-14         | LNP (Standalone)/<10 circuits/Dispatch/TN(days)  |
| B.2.28.17.1.2                | P-14         | LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.28.17.2.1                | P-14         | LNP (Standalone)/>=10 circuits/Dispatch/TN(days)   |
| B.2.28.17.2.2                | P-14         | LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.28.18.1.1                | P-10         | Digital Loop < DS1/<10 circuits/Dispatch/TN(days)  |
| B.2.28.18.1.2                | P-10         | Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.28.18.2.1                | P-10         | Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)   |
| B.2.28.18.2.2                | P-10         | Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.28.19.1.1                | P-10         | Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)   |
| B.2.28.19.1.2                | P-10         | Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.28.19.2.1                | P-10         | Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days)  |
| B.2.28.19.2.2                | P-10         | Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days)  |
|                              |              | Service Order Cycle Time (offered) - Partially Mechanized  |
| B.2.29.1.1.1                 | P-10         | Switch Ports/<10 circuits/Dispatch/TN(days)  |
| B.2.29.1.1.1<br>B.2.29.1.1.2 | P-10<br>P-10 |  |
| B.2.29.1.1.2<br>B.2.29.1.2.1 | P-10<br>P-10 | Switch Ports/<10 circuits/Non-Dispatch/TN(days) Switch Ports/>=10 circuits/Dispatch/TN(days)                               |
| B.2.29.1.2.1<br>B.2.29.1.2.2 | P-10<br>P-10 | Switch Ports/>=10 circuits/Dispatch/TN(days)  Switch Ports/>=10 circuits/Non-Dispatch/TN(days)                             |
| B.2.29.1.2.2<br>B.2.29.2.1.1 | P-10<br>P-10 |  |
|                              | P-10<br>P-10 | Local Interoffice Transport/<10 circuits/Dispatch/TN(days)  Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days) |
| B.2.29.2.1.2                 |              |  |
| B.2.29.2.2.1                 | P-10         | Local Interoffice Transport/>=10 circuits/Dispatch/TN(days)  |
| B.2.29.2.2.2                 | P-10         | Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.29.3.1.1                 | P-10         | Loop + Port Combinations/<10 circuits/Dispatch/TN(days)  |
| D 0 00 0 4 0                 | P-10         | Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.29.3.1.2                 |              | Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)   |
| B.2.29.3.2.1                 | P-10         |  |
| B.2.29.3.2.1<br>B.2.29.3.2.2 | P-10         | Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.29.3.2.1                 |              |  |

| Benchmark /<br>Analog    | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore | Equity                   |
|--------------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|--------------------------|
| Diagnostic               |                |               |                 |                |                       |                   |        | Diagnostic               |
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| Diagnostic               |                |               |                 |                |                       |                   |        | Diagnostic               |
| Diagnostic               |                |               |                 |                |                       |                   |        | Diagnostic               |
| Diagnostic               |                |               | 6.00            | 2              |                       |                   |        | Diagnostic               |
| Diagnostic               |                |               |                 |                |                       |                   |        | Diagnostic               |
| Diagnostic               |                |               |                 |                |                       |                   |        | Diagnostic               |
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| Diagnostic               |                |               |                 |                |                       |                   |        | Diagnostic               |
| Diagnostic               |                |               |                 |                |                       |                   |        | Diagnostic               |
| Diagnostic               |                |               | 3.43            | 72             |                       |                   |        | Diagnostic               |
| Diagnostic               |                |               |                 |                |                       |                   |        | Diagnostic               |
| Diagnostic               |                |               |                 |                |                       |                   |        | Diagnostic               |
| Diagnostic               |                |               |                 |                |                       |                   |        | Diagnostic               |
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| Diagnostic               |                |               |                 |                |                       |                   |        | Diagnostic               |
| Diagnostic               |                |               | 6.25            | 4              |                       |                   |        | Diagnostic               |
| Diagnostic               |                |               |                 |                |                       |                   |        | Diagnostic               |
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| Diagnostic<br>Diagnostic |                |               | <b>H</b>        |                |                       |                   |        | Diagnostic<br>Diagnostic |
|                          |                |               |                 |                |                       |                   |        |                          |
| Diagnostic               |                |               |                 |                |                       |                   |        | Diagnostic               |
| Diagnostic               |                |               | 5.40            | 40             |                       |                   |        | Diagnostic               |
| Diagnostic               |                |               | 5.43            | 46             |                       |                   |        | Diagnostic               |
| Diagnostic               |                |               | 1.84            | 773            |                       |                   |        | Diagnostic               |
| Diagnostic               |                |               | 1.00            | 1              |                       |                   |        | Diagnostic               |
| Diagnostic               |                |               | 3.00            | 3              |                       |                   |        | Diagnostic               |
| Diagnostic               |                |               |                 |                |                       |                   |        | Diagnostic               |
| Diagnostic               |                |               |                 |                |                       |                   |        | Diagnostic               |

| B.2.29.4.2.1    | P-10         | Combo Other/>=10 circuits/Dispatch/TN(days)   |
|-----------------|--------------|---|
| B.2.29.4.2.2    | P-10         | Combo Other/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.29.5.1.1 F  | P-10         | xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)  |
| B.2.29.5.1.2 F  | P-10         | xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.29.5.2.1    | P-10         | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)   |
| B.2.29.5.2.2    | P-10         | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.29.6.1.1    | P-10         | UNE ISDN/<10 circuits/Dispatch/TN(days)   |
| B.2.29.6.1.2    | P-10         | UNE ISDN/<10 circuits/Non-Dispatch/TN(days)   |
|                 | P-10         | UNE ISDN/>=10 circuits/Dispatch/TN(days)  |
|                 | P-10         | UNE ISDN/>=10 circuits/Non-Dispatch/TN(days)  |
|                 | P-10         | Line Sharing/<10 circuits/Dispatch/TN(days)   |
|                 | P-10         | Line Sharing/<10 circuits/Non-Dispatch/TN(days)   |
|                 | P-10         | Line Sharing/>=10 circuits/Dispatch/TN(days)  |
|                 | P-10         | Line Sharing/>=10 circuits/Non-Dispatch/TN(days)  |
|                 | P-10         | 2W Analog Loop Design/<10 circuits/Dispatch/TN(days)  |
|                 | P-10         | 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)  |
|                 | P-10<br>P-10 | 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)   |
|                 | P-10<br>P-10 | 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)   |
|                 | P-10<br>P-10 | 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days) 2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days) |
|                 |              | 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)   |
|                 |              | 2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN(days)   |
|                 | P-10         | 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)  2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days) |
|                 | P-10         | 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)  |
|                 | P-10         | 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days)   |
|                 | P-10         | 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)   |
|                 | P-10         | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)  |
|                 | P-10         | 2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN(days)  |
|                 | P-10         | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(days)   |
| B.2.29.11.2.2   | P-10         | 2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.29.12.1.1 F | P-14         | 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)  |
| B.2.29.12.1.2   | P-14         | 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.29.12.2.1   | P-14         | 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(days)   |
|                 | P-14         | 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days)   |
|                 | P-14         | 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(days)  |
|                 | P-14         | 2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN(days)  |
|                 | P-14         | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days)   |
|                 | P-14         | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN(days)   |
|                 | P-10         | Other Design/<10 circuits/Dispatch/TN(days)   |
|                 | P-10         | Other Design/<10 circuits/Non-Dispatch/TN(days)   |
|                 | P-10         | Other Design/>=10 circuits/Dispatch/TN(days)  |
|                 | P-10         | Other Design/>=10 circuits/Non-Dispatch/TN(days)  |
|                 | P-10         | Other Non-Design/<10 circuits/Dispatch/TN(days)   |
|                 | P-10<br>P-10 | Other Non-Design/<10 circuits/Non-Dispatch/TN(days) Other Non-Design/>=10 circuits/Dispatch/TN(days)                  |
|                 | P-10         | Other Non-Design/>=10 circuits/Non-Dispatch/TN(days)  |
|                 | P-10         | INP (Standalone)/<10 circuits/Dispatch/TN(days)   |
|                 | P-10         | INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)   |
|                 | P-10         | INP (Standalone)/>=10 circuits/Dispatch/TN(days)  |
|                 | P-10         | INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)  |
|                 | P-14         | LNP (Standalone)/<10 circuits/Dispatch/TN(days)   |
|                 | P-14         | LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)   |
|                 | P-14         | LNP (Standalone)/>=10 circuits/Dispatch/TN(days)  |
|                 | P-14         | LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.29.18.1.1   | P-10         | Digital Loop < DS1/<10 circuits/Dispatch/TN(days)   |
|                 | P-10         | Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)   |
|                 | P-10         | Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)  |
|                 | P-10         | Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)  |
|                 | P-10         | Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)  |
|                 | P-10         | Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.29.19.2.1   | P-10         | Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days)   |

| Benchmark /              | BST     | BST    | CLEC    | CLEC   | Standard  | Standard |        |                          |
|--------------------------|---------|--------|---------|--------|-----------|----------|--------|--------------------------|
| Analog                   | Measure | Volume | Measure | Volume | Deviation | Error    | ZScore | Equity                   |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
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| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 8.54    | 41     |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 0.0 1   |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
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| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
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| Diagnostic               |         |        |         |        |           |          |        |                          |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic<br>Diagnostic |
| Diagnostic<br>Diagnostic |         |        |         |        |           |          |        | Diagnostic               |
| •                        |         |        |         |        |           |          |        |                          |
| Diagnostic               |         |        | 0.70    | 28     |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 6.79    | 28     |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
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| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 7.45    | 47     |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 9.25    | 4      |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |

| B.2.29.19.2.2                  | P-10         | Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days)  |
|--------------------------------|--------------|--|
|                                |              | Service Order Cycle Time (offered) - Non-Mechanized  |
| B.2.30.1.1.1                   | P-10         | Switch Ports/<10 circuits/Dispatch/TN(days)  |
| B.2.30.1.1.2                   | P-10         | Switch Ports/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.30.1.2.1                   | P-10         | Switch Ports/>=10 circuits/Dispatch/TN(days)   |
| B.2.30.1.2.2                   | P-10         | Switch Ports/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.30.2.1.1                   | P-10         | Local Interoffice Transport/<10 circuits/Dispatch/TN(days)   |
| B.2.30.2.1.2                   | P-10         | Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.30.2.2.1                   | P-10         | Local Interoffice Transport/>=10 circuits/Dispatch/TN(days)  |
| B.2.30.2.2.2                   | P-10         | Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.30.3.1.1                   | P-10         | Loop + Port Combinations/<10 circuits/Dispatch/TN(days)  |
| B.2.30.3.1.2                   | P-10         | Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.30.3.2.1                   | P-10         | Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)   |
| B.2.30.3.2.2                   | P-10         | Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.30.4.1.1                   | P-10         | Combo Other/<10 circuits/Dispatch/TN(days)   |
| B.2.30.4.1.2                   | P-10         | Combo Other/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.30.4.2.1                   | P-10         | Combo Other/>=10 circuits/Dispatch/TN(days)  |
| B.2.30.4.2.2                   | P-10         | Combo Other/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.30.5.1.1                   | P-10         | xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)   |
| B.2.30.5.1.2                   | P-10         | xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.30.5.2.1                   | P-10         | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)  |
| B.2.30.5.2.2                   | P-10         | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.30.6.1.1                   | P-10         | UNE ISDN/<10 circuits/Dispatch/TN(days)  |
| B.2.30.6.1.2                   | P-10         | UNE ISDN/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.30.6.2.1                   | P-10         | UNE ISDN/>=10 circuits/Dispatch/TN(days)   |
| B.2.30.6.2.2                   | P-10         | UNE ISDN/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.30.7.1.1                   | P-10         | Line Sharing/<10 circuits/Dispatch/TN(days)  |
| B.2.30.7.1.2                   | P-10         | Line Sharing/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.30.7.2.1                   | P-10         | Line Sharing/>=10 circuits/Dispatch/TN(days)   |
| B.2.30.7.2.2                   | P-10         | Line Sharing/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.30.8.1.1                   | P-10         | 2W Analog Loop Design/<10 circuits/Dispatch/TN(days)   |
| B.2.30.8.1.2                   | P-10         | 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.30.8.2.1                   | P-10         | 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)  |
| B.2.30.8.2.2                   | P-10         | 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.30.9.1.1                   | P-10         | 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)   |
| B.2.30.9.1.2                   | P-10         | 2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.30.9.2.1                   | P-10         | 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)  |
| B.2.30.9.2.2                   | P-10         | 2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.30.10.1.1                  | P-10         | 2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)   |
| B.2.30.10.1.2                  | P-10         | 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.30.10.2.1                  | P-10         | 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days)  |
| B.2.30.10.2.2                  | P-10         | 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.30.11.1.1                  | P-10         | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)   |
| B.2.30.11.1.2                  | P-10<br>P-10 | 2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.30.11.2.1                  |              | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(days)  |
| B.2.30.11.2.2<br>B.2.30.12.1.1 | P-10<br>P-14 | 2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.30.12.1.1<br>B.2.30.12.1.2 | P-14<br>P-14 | 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)  2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(days)           |
| B.2.30.12.1.2<br>B.2.30.12.2.1 | P-14<br>P-14 | 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(days)  2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(days)          |
| B.2.30.12.2.1<br>B.2.30.12.2.2 | P-14<br>P-14 | 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(days)  2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days)         |
| B.2.30.12.2.2<br>B.2.30.13.1.1 | P-14         | 2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.30.13.1.1                  | P-14         | 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(days)  2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.30.13.1.2<br>B.2.30.13.2.1 | P-14         | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.30.13.2.1                  | P-14         | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days)  2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN(days) |
| B.2.30.13.2.2<br>B.2.30.14.1.1 | P-10         | Other Design/<10 circuits/Dispatch/TN(days)  |
| B.2.30.14.1.1                  | P-10         | Other Design/<10 circuits/bispatch/TN(days)  Other Design/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.30.14.1.2<br>B.2.30.14.2.1 | P-10         | Other Design/>=10 circuits/Non-bispatch/TN(days)  Other Design/>=10 circuits/Dispatch/TN(days)                                       |
| B.2.30.14.2.1<br>B.2.30.14.2.2 | P-10         | Other Design/>=10 circuits/Dispatch/TN(days)  Other Design/>=10 circuits/Non-Dispatch/TN(days)                                       |
| B.2.30.15.1.1                  | P-10         | Other Non-Design/<10 circuits/Dispatch/TN(days)  |
| B.2.30.15.1.1                  | P-10         | Other Non-Design/<10 circuits/Non-Dispatch/TN(days)  |
| 2.2.00.10.1.2                  |              | Texter from Bedgis and direction bioparons introduced  |

| Analog                   | Measure | Volume | Measure | Volume | Deviation | Error | ZScore | Equity                   |
|--------------------------|---------|--------|---------|--------|-----------|-------|--------|--------------------------|
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
|                          |         |        |         |        |           |       |        |                          |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        | 19.00   | 2      |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        | 9.75    | 8      |           |       |        | Diagnostic               |
| Diagnostic               |         |        | 3.74    | 38     |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        | 7.29    | 107    |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        | 13.96   | 52     |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        | 5.65    | 46     |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        | 9.93    | 57     |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        | 40.00   | 407    |           |       |        | Diagnostic               |
| Diagnostic               |         |        | 10.88   | 107    |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        | -       |        |           |       |        | Diagnostic<br>Diagnostic |
| Diagnostic               |         |        | -       |        |           |       |        |                          |
| Diagnostic               |         |        | 14.50   | -      |           |       |        | Diagnostic               |
| Diagnostic               |         |        | 14.50   | 6      |           |       |        | Diagnostic               |
| Diagnostic               |         |        | -       |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        | -       |        |           |       |        | Diagnostic               |
| Diagnostic               |         |        | 8.80    | 15     |           |       |        | Diagnostic<br>Diagnostic |
| Diagnostic<br>Diagnostic |         |        | 2.00    | 1      |           |       |        | Diagnostic               |
| Diagnostic               |         |        | 2.00    | - 1    |           |       |        | Diagnosiic               |

Benchmark /

BST

BST

CLEC

CLEC

Standard Standard

|                                | Tennessee, July 2001  | Benchmark /<br>Analog           | BST<br>Measure | BST<br>Volume    | CLEC<br>Measure  | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore  | Equity                   |
|--------------------------------|---|---------------------------------|----------------|------------------|------------------|----------------|-----------------------|-------------------|---------|--------------------------|
| B.2.30.15.2.1                  | P-10 Other Non-Design/>=10 circuits/Dispatch/TN(days)   | Diagnostic                      |                |                  |                  |                |                       |                   |         | Diagnostic               |
| B.2.30.15.2.2                  | P-10 Other Non-Design/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic                      |                |                  | -                |                |                       |                   |         | Diagnostic               |
| B.2.30.16.1.1                  | P-10 INP (Standalone)/<10 circuits/Dispatch/TN(days)  | Diagnostic                      |                |                  |                  |                |                       |                   |         | Diagnostic               |
| B.2.30.16.1.2                  | P-10 INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic                      |                |                  | 2.00             | 1              |                       |                   |         | Diagnostic               |
| B.2.30.16.2.1                  | P-10 INP (Standalone)/>=10 circuits/Dispatch/TN(days)   | Diagnostic                      |                |                  |                  |                |                       |                   |         | Diagnostic               |
| B.2.30.16.2.2                  | P-10 INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic                      |                |                  |                  |                |                       |                   |         | Diagnostic               |
| B.2.30.17.1.1                  | P-14 LNP (Standalone)/<10 circuits/Dispatch/TN(days)  | Diagnostic                      |                |                  |                  |                |                       |                   |         | Diagnostic               |
| B.2.30.17.1.2                  | P-14 LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic                      |                |                  | 1.40             | 178            |                       |                   |         | Diagnostic               |
| B.2.30.17.2.1                  | P-14 LNP (Standalone)/>=10 circuits/Dispatch/TN(days)   | Diagnostic                      |                |                  | 3.00             | 1              |                       |                   |         | Diagnostic               |
| B.2.30.17.2.2                  | P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic                      |                |                  | 6.50             | 2              |                       |                   |         | Diagnostic               |
| B.2.30.18.1.1<br>B.2.30.18.1.2 | P-10 Digital Loop < DS1/<10 circuits/Dispatch/TN(days) P-10 Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic<br>Diagnostic        |                |                  | 9.88             | 130            |                       |                   |         | Diagnostic<br>Diagnostic |
| B.2.30.18.2.1                  | P-10 Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)  P-10 Digital Loop < DS1/>=10 circuits/Dispatch/TN(days) | Diagnostic                      |                |                  |                  |                |                       |                   |         | Diagnostic               |
| B.2.30.18.2.2                  | P-10 Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic                      |                |                  |                  |                |                       |                   |         | Diagnostic               |
| B.2.30.19.1.1                  | P-10 Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)   | Diagnostic                      |                |                  | 7.43             | 84             |                       |                   |         | Diagnostic               |
| B.2.30.19.1.2                  | P-10 Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic                      |                |                  | 7.40             | 04             |                       |                   |         | Diagnostic               |
| B.2.30.19.2.1                  | P-10 Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days)  | Diagnostic                      |                |                  |                  |                |                       |                   |         | Diagnostic               |
| B.2.30.19.2.2                  | P-10 Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic                      |                |                  |                  |                |                       |                   |         | Diagnostic               |
|                                | Disconnect Timeliness   |                                 |                |                  |                  |                |                       |                   |         |                          |
| B.2.31.1                       | P-13 LNP/TN(%)  | >= 95% w in 15 min              |                |                  |                  |                |                       |                   |         |                          |
|                                | % Cooperative Test Attempts for xDSL  |                                 |                |                  |                  |                |                       |                   |         |                          |
| B.2.33.1                       | P-8 xDSL (ADSL, HDSL and UCL)/TN(%)   | >= 95% of requests              |                |                  | 99.66%           | 294            |                       |                   |         | YES                      |
| B.2.33.2                       | P-8 xDSL Other/TN(%)  | >= 95% of requests              |                |                  |                  |                |                       |                   |         |                          |
|                                | Service Order Accuracy  |                                 |                |                  |                  |                |                       |                   |         |                          |
| B.2.34.1.1.1                   | P-11 Design (Specials)/<10 circuits/Dispatch/TN(%)  | >= 95%                          |                |                  | 62.16%           | 37             |                       |                   |         | NO                       |
| B.2.34.1.1.2                   | P-11 Design (Specials)/<10 circuits/Non-Dispatch/TN(%)  | >= 95%                          |                |                  | 61.76%           | 34             |                       |                   |         | NO                       |
| B.2.34.1.2.1                   | P-11 Design (Specials)/>=10 circuits/Dispatch/TN(%)   | >= 95%                          |                |                  | 50.00%           | 2              |                       |                   |         | NO                       |
| B.2.34.1.2.2                   | P-11 Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)   | >= 95%                          |                |                  | 66.67%           | 3              |                       |                   |         | NO                       |
| B.2.34.2.1.1                   | P-11 Loops Non-Design/<10 circuits/Dispatch/TN(%)   | >= 95%                          |                |                  | 35.29%           | 17             |                       |                   |         | NO                       |
| B.2.34.2.1.2                   | P-11 Loops Non-Design/<10 circuits/Non-Dispatch/TN(%)   | >= 95%                          |                |                  | 74.47%           | 94             |                       |                   |         | NO                       |
| B.2.34.2.2.1<br>B.2.34.2.2.2   | P-11 Loops Non-Design/>=10 circuits/Dispatch/TN(%) P-11 Loops Non-Design/>=10 circuits/Non-Dispatch/TN(%)           | >= 95%<br>>= 95%                |                |                  | 50.00%<br>33.33% | 3              |                       |                   |         | NO<br>NO                 |
| D.E.O4.E.E.                    | 200po Hori Boolgiwa To onodica Hori Biopacola High  | <i>y</i> = 3070                 |                |                  | 00.0070          | -              |                       |                   |         | 110                      |
|                                | Unbundled Network Elements - Maintenance and Repair   |                                 |                |                  |                  |                |                       |                   |         |                          |
|                                | Missed Repair Appointments  |                                 |                |                  |                  |                |                       |                   |         | <u>.</u>                 |
| B.3.1.1.1                      | M&R-1   Switch Ports/Dispatch/TN(%)   | R&B (POTS)                      | 8.28%          | 45.025           |                  |                |                       |                   |         |                          |
| B.3.1.1.2                      | M&R-1 Switch Ports/Non-Dispatch/TN(%)   | R&B (POTS)                      | 1.72%          | 24,146           |                  |                |                       |                   |         |                          |
| B.3.1.2.1                      | M&R-1 Local Interoffice Transport/Dispatch/TN(%)  | DS1/DS3                         | 0.21%          | 480              | 0.00%            | 1              |                       | 0.04564           | 0.0456  | YES                      |
| B.3.1.2.2                      | M&R-1 Local Interoffice Transport/Non-Dispatch/TN(%)  | DS1/DS3                         | 0.00%          | 250              | 0.00%            | 3              |                       | 0.00000           | 0.0 .00 | YES                      |
| B.3.1.3.1                      | M&R-1 Loop + Port Combinations/Dispatch/TN(%)   | R&B                             | 8.29%          | 45,402           | 3.05%            | 393            |                       | 0.01397           | 3.7478  | YES                      |
| B.3.1.3.2                      | M&R-1 Loop + Port Combinations/Non-Dispatch/TN(%)   | R&B                             | 1.75%          | 24,409           | 1.61%            | 249            |                       | 0.00836           | 0.1759  | YES                      |
| B.3.1.4.1                      | M&R-1 Combo Other/Dispatch/TN(%)  | R&B&D - Disp                    | 8.13%          | 46,966           |                  |                |                       |                   |         |                          |
| B.3.1.4.2                      | M&R-1 Combo Other/Non-Dispatch/TN(%)  | R&B&D - Disp                    | 8.13%          | 46,966           |                  |                |                       |                   |         |                          |
| B.3.1.5.1                      | M&R-1 xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)  | ADSL to Retail                  | 11.34%         | 291              | 14.29%           | 21             |                       | 0.07165           | -0.4111 | YES                      |
| B.3.1.5.2                      | M&R-1 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)  | ADSL to Retail                  | 1.25%          | 80               | 0.00%            | 14             |                       | 0.03219           | 0.3884  | YES                      |
| B.3.1.6.1                      | M&R-1 UNE ISDN/Dispatch/TN(%)   | ISDN - BRI                      | 15.94%         | 458              | 20.00%           | 25             |                       | 0.07518           | -0.5402 | YES                      |
| B.3.1.6.2                      | M&R-1 UNE ISDN/Non-Dispatch/TN(%)   | ISDN - BRI                      | 3.18%          | 440              | 0.00%            | 8              |                       | 0.06262           | 0.5081  | YES                      |
| B.3.1.7.1                      | M&R-1 Line Sharing/Dispatch/TN(%)   | ADSL to Retail                  | 11.34%         | 291              |                  |                |                       |                   |         |                          |
| B.3.1.7.2                      | M&R-1 Line Sharing/Non-Dispatch/TN(%)   | ADSL to Retail                  | 1.25%          | 80               | 5.00%            | 20             |                       | 0.02778           | -1.3501 | YES                      |
| B.3.1.8.1                      | M&R-1 2W Analog Loop Design/Dispatch/TN(%)  | R&B - Disp                      | 8.29%          | 45,402           | 6.56%            | 305            |                       | 0.01584           | 1.0927  | YES                      |
| B.3.1.8.2                      | M&R-1 2W Analog Loop Design/Non-Dispatch/TN(%)  | R&B - Disp                      | 8.29%          | 45,402<br>44.891 | 4.92%            | 122            |                       | 0.02499           | 1.3484  | YES                      |
| B.3.1.9.1                      | M&R-1 2W Analog Loop Non-Design/Dispatch/TN(%)  | R&B (POTS) excl SB FT           | 8.23%          | 1                |                  |                |                       |                   |         |                          |
| B.3.1.9.2<br>B.3.1.10.1        | M&R-1   2W Analog Loop Non-Design/Non-Dispatch/TN(%)  M&R-1   Other Design/Dispatch/TN(%)                           | R&B (POTS) excl SB FT<br>Design | 1.53%<br>5.30% | 21,635<br>1.698  | 25.00%           | 4              |                       | 0.11215           | -1.7565 | NO                       |
| B.3.1.10.1<br>B.3.1.10.2       | M&R-1 Other Design/Non-Dispatch/TN(%)   | Design                          | 1.26%          | 1,749            | 0.00%            | 2              |                       | 0.11215           | 0.1595  | YES                      |
| B.3.1.10.2<br>B.3.1.11.1       | M&R-1 Other Non-Design/Noir-Dispatch/TN(%)  | R&B                             | 8.29%          | 45,402           | 0.00%            | 8              |                       | 0.07883           | 0.1595  | YES                      |
| B.3.1.11.2                     | M&R-1 Other Non-Design/Dispatch/TN(%)   | R&B                             | 1.75%          | 24,409           | 0.00%            | <u>o</u><br>11 |                       | 0.03958           | 0.6502  | YES                      |
| B.3.1.12.1                     | M&R-1 LNP (Standalone)/Dispatch/TN(%)   | R&B (POTS)                      | 8.28%          | 45,025           | 0.0076           |                |                       | 0.00000           | 0.4430  | 120                      |
| D.J. 1. 12. 1                  | Mark   Jen (Clandalone)/Dispatch (114/7)  | 1(45)                           | 0.2070         | 70,020           | l l              |                |                       |                   |         |                          |

|                          | Tennessee, July 2001  | Benchmark /                   | BST              | BST              | CLEC             | CLEC           | Standard         | Standard            | 70                 | E-mit.     |
|--------------------------|---|-------------------------------|------------------|------------------|------------------|----------------|------------------|---------------------|--------------------|------------|
|                          |   | Analog                        | Measure          | Volume           | Measure          | Volume         | Deviation        | Error               | ZScore             | Equity     |
| B.3.1.12.2               | M&R-1 LNP (Standalone)/Non-Dispatch/TN(%)   | R&B (POTS)                    | 1.72%            | 24,146           |                  |                |                  |                     |                    |            |
|                          | Customer Trouble Report Rate  |                               |                  |                  |                  |                |                  |                     |                    |            |
| B.3.2.1.1                | M&R-2 Switch Ports/Dispatch/TN(%)   | R&B (POTS)                    | 1.84%            | 2,444,904        |                  |                |                  |                     |                    |            |
| B.3.2.1.2                | M&R-2 Switch Ports/Non-Dispatch/TN(%)   | R&B (POTS)                    | 0.99%            | 2,444,904        |                  |                |                  |                     |                    |            |
| B.3.2.2.1                | M&R-2 Local Interoffice Transport/Dispatch/TN(%)  | DS1/DS3                       | 2.26%            | 21,266           | 0.66%            | 152            |                  | 0.01223             | 1.3077             | YES        |
| B.3.2.2.2                | M&R-2 Local Interoffice Transport/Non-Dispatch/TN(%)  | DS1/DS3                       | 1.18%            | 21,266           | 1.97%            | 152            |                  | 0.00883             | -0.9043            | YES        |
| B.3.2.3.1                | M&R-2 Loop + Port Combinations/Dispatch/TN(%)   | R&B                           | 1.76%            | 2,583,184        | 1.10%            | 35,845         |                  | 0.00071             | 9.3778             | YES        |
| B.3.2.3.2                | M&R-2 Loop + Port Combinations/Non-Dispatch/TN(%)   | R&B                           | 0.94%            | 2,583,184        | 0.69%            | 35,845         |                  | 0.00052             | 4.8408             | YES        |
| B.3.2.4.1                | M&R-2 Combo Other/Dispatch/TN(%)  | R&B&D - Disp                  | 1.57%            | 2,990,821        | 0.00%            | 525            |                  | 0.00547             | 2.8710             | YES        |
| B.3.2.4.2                | M&R-2 Combo Other/Non-Dispatch/TN(%)  | R&B&D - Disp                  | 1.57%            | 2,990,821        | 0.00%            | 525            |                  | 0.00547             | 2.8710             | YES        |
| B.3.2.5.1                | M&R-2 xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)  | ADSL to Retail                | 0.89%            | 32,517           | 0.74%            | 2,846          |                  | 0.00185             | 0.8492             | YES        |
| B.3.2.5.2                | M&R-2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)  | ADSL to Retail                | 0.25%            | 32,517           | 0.49%            | 2,846          |                  | 0.00097             | -2.5360            | NO         |
| B.3.2.6.1                | M&R-2 UNE ISDN/Dispatch/TN(%)   | ISDN - BRI                    | 1.94%            | 23,606           | 1.22%            | 2,047          |                  | 0.00321             | 2.2400             | YES        |
| B.3.2.6.2                | M&R-2 UNE ISDN/Non-Dispatch/TN(%)   | ISDN - BRI                    | 1.86%            | 23,606           | 0.39%            | 2,047          |                  | 0.00315             | 4.6830             | YES<br>YES |
| B.3.2.7.1<br>B.3.2.7.2   | M&R-2 Line Sharing/Dispatch/TN(%) M&R-2 Line Sharing/Non-Dispatch/TN(%)                         | ADSL to Retail ADSL to Retail | 0.89%<br>0.25%   | 32,517<br>32,517 | 0.00%<br>5.75%   | 348<br>348     |                  | 0.00510<br>0.00267  | 1.7554<br>-20.5796 | NO<br>NO   |
| B.3.2.8.1                | M&R-2 2W Analog Loop Design/Dispatch/TN(%)  | R&B - Disp                    | 1.76%            | 2,583,184        | 0.70%            | 43,418         |                  | 0.00267             | 16.4460            | YES        |
| B.3.2.8.2                | M&R-2   2W Analog Loop Design/Dispatch/TN(%)  | R&B - Disp                    | 1.76%            | 2,583,184        | 0.70%            | 43,418         |                  | 0.00064             | 23.0155            | YES        |
| B.3.2.9.1                | M&R-2 2W Analog Loop Non-Design/Dispatch/TN(%)  | R&B (POTS) excl SB FT         | 1.84%            | 2,444,904        | 0.26%            | 191            |                  | 0.00084             | 1.8726             | YES        |
| B.3.2.9.2                | M&R-2 2W Analog Loop Non-Design/Non-Dispatch/TN(%)  | R&B (POTS) excl SB FT         | 0.88%            | 2,444,904        | 0.00%            | 191            |                  | 0.00981             | 1.3000             | YES        |
| B.3.2.10.1               | M&R-2 Other Design/Dispatch/TN(%)   | Design                        | 0.42%            | 407,637          | 0.58%            | 695            |                  | 0.00245             | -0.6489            | YES        |
| B.3.2.10.2               | M&R-2 Other Design/Non-Dispatch/TN(%)   | Design                        | 0.43%            | 407,637          | 0.29%            | 695            |                  | 0.00249             | 0.5682             | YES        |
| B.3.2.11.1               | M&R-2 Other Non-Design/Dispatch/TN(%)   | R&B                           | 1.76%            | 2,583,184        | 0.57%            | 1,393          |                  | 0.00245             | 3.3304             | YES        |
| B.3.2.11.2               | M&R-2 Other Non-Design/Non-Dispatch/TN(%)   | R&B                           | 0.94%            | 2,583,184        | 0.79%            | 1,393          |                  | 0.00261             | 0.5960             | YES        |
| B.3.2.12.1               | M&R-2 LNP (Standalone)/Dispatch/TN(%)   | R&B (POTS)                    | 1.84%            | 2,444,904        | 0.7 5 70         | 1,000          |                  | 0.00201             | 0.0000             | 120        |
| B.3.2.12.2               | M&R-2 LNP (Standalone)/Non-Dispatch/TN(%)   | R&B (POTS)                    | 0.99%            | 2,444,904        |                  |                |                  |                     |                    |            |
|                          | Maintenance Average Duration  | , ,                           |                  |                  |                  |                |                  | 1                   | 1                  |            |
| B.3.3.1.1                | M&R-3   Switch Ports/Dispatch/TN(hours)   | R&B (POTS)                    | 33.05            | 45,025           |                  |                | 28.665           |                     |                    |            |
| B.3.3.1.2                | M&R-3 Switch Ports/Non-Dispatch/TN(hours)   | R&B (POTS)                    | 14.82            | 24,146           |                  |                | 19.860           |                     |                    |            |
| B.3.3.2.1                | M&R-3 Local Interoffice Transport/Dispatch/TN(hours)  | DS1/DS3                       | 4.02             | 480              | 1.50             | 1              | 3.065            | 3.06809             | 0.8230             | YES        |
| B.3.3.2.2                | M&R-3 Local Interoffice Transport/Non-Dispatch/TN(hours)  | DS1/DS3                       | 2.27             | 250              | 2.20             | 3              | 2.906            | 1.68805             | 0.0417             | YES        |
| B.3.3.3.1                | M&R-3 Loop + Port Combinations/Dispatch/TN(hours)   | R&B                           | 32.86            | 45,402           | 15.39            | 393            | 28.650           | 1.45143             | 12.0404            | YES        |
| B.3.3.3.2                | M&R-3 Loop + Port Combinations/Non-Dispatch/TN(hours)   | R&B                           | 14.71            | 24,409           | 4.20             | 249            | 19.801           | 1.26119             | 8.3351             | YES        |
| B.3.3.4.1                | M&R-3 Combo Other/Dispatch/TN(hours)  | R&B&D - Disp                  | 31.94            | 46,966           |                  |                | 28.885           |                     |                    |            |
| B.3.3.4.2                | M&R-3 Combo Other/Non-Dispatch/TN(hours)  | R&B&D - Disp                  | 31.94            | 46,966           |                  |                | 28.885           |                     |                    |            |
| B.3.3.5.1                | M&R-3 xDSL (ADSL, HDSL and UCL)/Dispatch/TN(hours)  | ADSL to Retail                | 78.56            | 291              | 10.45            | 21             | 42.150           | 9.52399             | 7.1508             | YES        |
| B.3.3.5.2                | M&R-3 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(hours)  | ADSL to Retail                | 39.23            | 80               | 5.92             | 14             | 43.340           | 12.55567            | 2.6524             | YES        |
| B.3.3.6.1                | M&R-3 UNE ISDN/Dispatch/TN(hours)   | ISDN - BRI                    | 14.86            | 458              | 13.26            | 25             | 20.461           | 4.20246             | 0.3813             | YES        |
| B.3.3.6.2                | M&R-3 UNE ISDN/Non-Dispatch/TN(hours)   | ISDN - BRI                    | 3.86             | 440              | 4.99             | 8              | 9.348            | 3.33489             | -0.3384            | YES        |
| B.3.3.7.1                | M&R-3 Line Sharing/Dispatch/TN(hours)   | ADSL to Retail                | 78.56            | 291              |                  |                | 42.150           |                     |                    |            |
| B.3.3.7.2                | M&R-3 Line Sharing/Non-Dispatch/TN(hours)   | ADSL to Retail                | 39.23            | 80               | 10.44            | 20             | 43.340           | 10.83490            | 2.6570             | YES        |
| B.3.3.8.1                | M&R-3 2W Analog Loop Design/Dispatch/TN(hours)  | R&B - Disp                    | 32.86            | 45,402           | 9.62             | 305            | 28.650           | 1.64598             | 14.1219            | YES        |
| B.3.3.8.2                | M&R-3 2W Analog Loop Design/Non-Dispatch/TN(hours)  | R&B - Disp                    | 32.86            | 45,402           | 6.50             | 122            | 28.650           | 2.59731             | 10.1489            | YES        |
| B.3.3.9.1                | M&R-3 2W Analog Loop Non-Design/Dispatch/TN(hours)  | R&B (POTS) excl SB FT         | 33.04            | 44,891           |                  |                | 28.651           |                     |                    |            |
| B.3.3.9.2                | M&R-3 2W Analog Loop Non-Design/Non-Dispatch/TN(hours)  | R&B (POTS) excl SB FT         | 15.30            | 21,635           | 00.40            |                | 20.240           | 44.00000            | 1 1010             | \/50       |
| B.3.3.10.1               | M&R-3 Other Design/Dispatch/TN(hours)   | Design                        | 7.62             | 1,698<br>1,749   | 23.49<br>4.57    | 4              | 28.009           | 14.02099            | -1.1319            | YES<br>YES |
| B.3.3.10.2<br>B.3.3.11.1 | M&R-3 Other Design/Non-Dispatch/TN(hours) M&R-3 Other Non-Design/Dispatch/TN(hours)             | Design<br>R&B                 | 2.59<br>32.86    | 45,402           | 14.08            | <u>2</u><br>8  | 12.135<br>28.650 | 8.58536<br>10.13013 | -0.2304<br>1.8548  | YES        |
|                          |   |                               |                  |                  |                  | <u>8</u><br>11 |                  |                     |                    | YES        |
| B.3.3.11.2               | M&R-3 Other Non-Design/Non-Dispatch/TN(hours)  M&R-3 LNP (Standalone)/Dispatch/TN(hours)        | R&B<br>R&B (POTS)             | 14.71<br>33.05   | 24,409<br>45,025 | 5.07             | 111            | 19.801<br>28.665 | 5.97142             | 1.6159             | YES        |
| B.3.3.12.1<br>B.3.3.12.2 | M&R-3 LNP (Standalone)/Dispatch/TN(hours)  M&R-3 LNP (Standalone)/Non-Dispatch/TN(hours)        | R&B (POTS)                    | 14.82            | 24,146           |                  |                | 19.860           |                     |                    |            |
| D.J.J. 12.2              |   | Ναυ (ΕΟΙΟ)                    | 14.02            | 24,140           | l l              |                | 19.000           |                     |                    |            |
| D 0 4 4 4                | % Repeat Troubles within 30 Days  | Dep (DOTO)                    | 00.040/          | 45.005           | , I              |                |                  | 1                   | 1                  |            |
| B.3.4.1.1                | M&R-4   Switch Ports/Dispatch/TN(%)   | R&B (POTS)                    | 22.61%           | 45,025           |                  |                |                  |                     |                    |            |
| B.3.4.1.2                | M&R-4 Switch Ports/Non-Dispatch/TN(%) M&R-4 Local Interoffice Transport/Dispatch/TN(%)          | R&B (POTS)                    | 19.56%<br>36.04% | 24,146<br>480    | 0.00%            |                |                  | 0.48062             | 0.7499             | YES        |
| B.3.4.2.1                |   | DS1/DS3                       |                  |                  |                  | 1 2            |                  |                     |                    |            |
| B.3.4.2.2                | M&R-4 Local Interoffice Transport/Non-Dispatch/TN(%)  | DS1/DS3                       | 30.00%           | 250              | 33.33%           | 3<br>393       |                  | 0.26616             | -0.1252            | YES<br>YES |
| B.3.4.3.1<br>B.3.4.3.2   | M&R-4 Loop + Port Combinations/Dispatch/TN(%) M&R-4 Loop + Port Combinations/Non-Dispatch/TN(%) | R&B<br>R&B                    | 22.56%           | 45,402<br>24,409 | 17.81%<br>20.48% | 249            |                  | 0.02117<br>0.02524  | 2.2408<br>-0.3821  | YES        |
| B.3.4.3.2<br>B.3.4.4.1   | M&R-4   Loop + Port Combinations/Non-Dispatch/TN(%)  M&R-4   Combo Other/Dispatch/TN(%)         | R&B&D - Disp                  | 19.52%<br>23.14% | 24,409<br>46.966 | ∠∪.48%           | 249            |                  | 0.02524             | -U.38ZT            | 1 E 2      |
| D.J.4.4. I               | INGIN-7   OUTINO OTHER/DISPATOR/TIN(70)   | เรลอลบ - บเรค                 | 23.14%           | 40,900           |                  |                |                  |                     |                    |            |

|                        | Tennessee, July 2001  | Benchmark /           | BST     | BST           | CLEC    | CLEC      | Standard  | Standard |          |        |
|------------------------|---|-----------------------|---------|---------------|---------|-----------|-----------|----------|----------|--------|
|                        | •   | Analog                | Measure | Volume        | Measure | Volume    | Deviation | Error    | ZScore   | Equity |
| B.3.4.4.2              | M&R-4   Combo Other/Non-Dispatch/TN(%)  | R&B&D - Disp          | 23.14%  | 46,966        |         |           |           |          |          |        |
| B.3.4.5.1              | M&R-4 xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)  | ADSL to Retail        | 22.34%  | 291           | 28.57%  | 21        |           | 0.09411  | -0.6625  | YES    |
| B.3.4.5.2              | M&R-4 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)  | ADSL to Retail        | 21.25%  | 80            | 14.29%  | 14        |           | 0.11851  | 0.5876   | YES    |
| B.3.4.6.1              | M&R-4 UNE ISDN/Dispatch/TN(%)   | ISDN - BRI            | 34.93%  | 458           | 24.00%  | 25        |           | 0.09792  | 1.1167   | YES    |
| B.3.4.6.2              | M&R-4 UNE ISDN/Non-Dispatch/TN(%)   | ISDN - BRI            | 34.77%  | 440           | 12.50%  | 8         |           | 0.16990  | 1.3109   | YES    |
| B.3.4.7.1              | M&R-4 Line Sharing/Dispatch/TN(%)   | ADSL to Retail        | 22.34%  | 291           |         |           |           |          |          |        |
| B.3.4.7.2              | M&R-4 Line Sharing/Non-Dispatch/TN(%)   | ADSL to Retail        | 21.25%  | 80            | 45.00%  | 20        |           | 0.10227  | -2.3223  | NO     |
| B.3.4.8.1              | M&R-4 2W Analog Loop Design/Dispatch/TN(%)  | R&B - Disp            | 22.56%  | 45,402        | 17.38%  | 305       |           | 0.02401  | 2.1569   | YES    |
| B.3.4.8.2              | M&R-4 2W Analog Loop Design/Non-Dispatch/TN(%)  | R&B - Disp            | 22.56%  | 45,402        | 10.66%  | 122       |           | 0.03789  | 3.1408   | YES    |
| B.3.4.9.1              | M&R-4 2W Analog Loop Non-Design/Dispatch/TN(%)  | R&B (POTS) excl SB FT | 22.53%  | 44,891        |         |           |           |          |          |        |
| B.3.4.9.2              | M&R-4 2W Analog Loop Non-Design/Non-Dispatch/TN(%)  | R&B (POTS) excl SB FT | 19.86%  | 21,635        |         |           |           |          |          |        |
| B.3.4.10.1             | M&R-4 Other Design/Dispatch/TN(%)   | Design                | 40.64%  | 1,698         | 25.00%  | 4         |           | 0.24587  | 0.6360   | YES    |
| B.3.4.10.2             | M&R-4 Other Design/Non-Dispatch/TN(%)   | Design                | 38.08%  | 1,749         | 0.00%   | 2         |           | 0.34355  | 1.1084   | YES    |
| B.3.4.11.1             | M&R-4 Other Non-Design/Dispatch/TN(%)   | R&B                   | 22.56%  | 45,402        | 12.50%  | 8         |           | 0.14778  | 0.6805   | YES    |
| B.3.4.11.2             | M&R-4 Other Non-Design/Non-Dispatch/TN(%)   | R&B                   | 19.52%  | 24,409        | 27.27%  | 11        |           | 0.11953  | -0.6488  | YES    |
| B.3.4.12.1             | M&R-4 LNP (Standalone)/Dispatch/TN(%)   | R&B (POTS)            | 22.61%  | 45,025        | 27.27,0 |           |           | 0.1.1000 | 0.0.00   | . 20   |
| B.3.4.12.2             | M&R-4 LNP (Standalone)/Non-Dispatch/TN(%)   | R&B (POTS)            | 19.56%  | 24,146        |         |           |           |          |          |        |
| 2.02.2                 |   | 1142 (1. 0.10)        | 10.0070 | 21,110        | 1       |           |           |          |          |        |
| B.3.5.1.1              | Out of Service > 24 hours  M&R-5   Switch Ports/Dispatch/TN(%)  | R&B (POTS)            | 47.46%  | 29,455        | l I     |           |           |          |          |        |
| B.3.5.1.2              | M&R-5   Switch Ports/Non-Dispatch/TN(%)   | R&B (POTS)            | 27.59%  | 8,838         |         |           |           |          |          |        |
| B.3.5.2.1              | M&R-5 Local Interoffice Transport/Dispatch/TN(%)  | DS1/DS3               | 0.21%   | 480           | 0.00%   | 1         |           | 0.04564  | 0.0456   | YES    |
| B.3.5.2.1              | M&R-5 Local Interoffice Transport/Non-Dispatch/TN(%)  | DS1/DS3               | 0.21%   | 250           | 0.00%   |           |           | 0.00000  | 0.0436   | YES    |
|                        | M&R-5   Local Interoffice Transport/Non-Dispatch/TN(%)  M&R-5   Loop + Port Combinations/Dispatch/TN(%) | R&B                   | 47.17%  | 29,695        | 20.25%  | 3<br>242  |           | 0.00000  | 8.3555   | YES    |
| B.3.5.3.1<br>B.3.5.3.2 |   | R&B                   | 27.17%  | 8.981         | 5.94%   | 101       |           |          | 4.7692   | YES    |
| B.3.5.3.2<br>B.3.5.4.1 | M&R-5 Loop + Port Combinations/Non-Dispatch/TN(%) M&R-5 Combo Other/Dispatch/TN(%)                      | R&B - Disp            | 44.90%  | 31,380        | 5.94%   | 101       |           | 0.04451  | 4.7692   | YES    |
|                        |   |                       |         |               |         |           |           |          |          |        |
| B.3.5.4.2              | M&R-5 Combo Other/Non-Dispatch/TN(%)  | R&B&D - Disp          | 44.90%  | 31,380        | 44.000/ |           |           | 0.00000  |          | YES    |
| B.3.5.5.1              | M&R-5 xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%) M&R-5 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)       | ADSL to Retail        | 100.00% | 1             | 14.29%  | 21        |           | 0.00000  |          | YES    |
| B.3.5.5.2              |   | ADSL to Retail        | 10.010/ | 450           | 0.00%   | 14        |           | 0.07500  | 0.5000   | \/E0   |
| B.3.5.6.1              | M&R-5 UNE ISDN/Dispatch/TN(%)   | ISDN - BRI            | 16.01%  | 456           | 20.00%  | 25        |           | 0.07532  | -0.5299  | YES    |
| B.3.5.6.2              | M&R-5 UNE ISDN/Non-Dispatch/TN(%)   | ISDN - BRI            | 3.18%   | 440           | 0.00%   | 8         |           | 0.06262  | 0.5081   | YES    |
| B.3.5.7.1              | M&R-5 Line Sharing/Dispatch/TN(%)   | ADSL to Retail        | 100.00% | 11            |         |           |           |          |          |        |
| B.3.5.7.2              | M&R-5 Line Sharing/Non-Dispatch/TN(%)   | ADSL to Retail        |         |               |         |           |           |          |          | 1/50   |
| B.3.5.8.1              | M&R-5 2W Analog Loop Design/Dispatch/TN(%)  | R&B - Disp            | 47.17%  | 29,695        | 6.56%   | 305       |           | 0.02873  | 14.1356  | YES    |
| B.3.5.8.2              | M&R-5 2W Analog Loop Design/Non-Dispatch/TN(%)  | R&B - Disp            | 47.17%  | 29,695        | 4.92%   | 122       |           | 0.04529  | 9.3295   | YES    |
| B.3.5.9.1              | M&R-5 2W Analog Loop Non-Design/Dispatch/TN(%)  | R&B (POTS) excl SB FT | 47.46%  | 29,442        |         |           |           |          |          |        |
| B.3.5.9.2              | M&R-5 2W Analog Loop Non-Design/Non-Dispatch/TN(%)  | R&B (POTS) excl SB FT | 27.60%  | 8,811         |         |           |           |          |          |        |
| B.3.5.10.1             | M&R-5 Other Design/Dispatch/TN(%)   | Design                | 5.30%   | 1,698         | 25.00%  | 4         |           | 0.11215  | -1.7565  | NO     |
| B.3.5.10.2             | M&R-5 Other Design/Non-Dispatch/TN(%)   | Design                | 1.26%   | 1,748         | 0.00%   | 2         |           | 0.07887  | 0.1596   | YES    |
| B.3.5.11.1             | M&R-5 Other Non-Design/Dispatch/TN(%)   | R&B                   | 47.17%  | 29,695        | 28.57%  | 7         |           | 0.18870  | 0.9856   | YES    |
| B.3.5.11.2             | M&R-5 Other Non-Design/Non-Dispatch/TN(%)   | R&B                   | 27.17%  | 8,981         | 0.00%   | 6         |           | 0.18166  | 1.4956   | YES    |
| B.3.5.12.1             | M&R-5 LNP (Standalone)/Dispatch/TN(%)   | R&B (POTS)            | 47.46%  | 29,455        |         |           |           |          |          |        |
| B.3.5.12.2             | M&R-5 LNP (Standalone)/Non-Dispatch/TN(%)   | R&B (POTS)            | 27.59%  | 8,838         |         |           |           |          |          |        |
|                        | The state of Florida Billion  |                       |         |               |         |           |           |          |          |        |
|                        | Unbundled Network Elements - Billing  |                       |         |               |         |           |           |          |          |        |
|                        | Invoice Accuracy  | <b>-</b>              |         |               |         |           |           |          |          |        |
| B.4.1                  | B-1 TN(%)   | BST - State           | 98.80%  | \$197,272,640 | 99.91%  | \$919,839 |           | 0.00011  | -97.1137 | YES    |
|                        | Mean Time to Deliver Invoices - CRIS  | _                     |         |               |         |           |           |          |          |        |
| B.4.2                  | B-2 Region(business days)   | BST - Region          | 5.04    | 1             | 3.46    | 1,191     |           |          |          | YES    |
|                        |   |                       |         |               |         |           |           |          |          |        |

|                          | Tennessee, July 2001   | Benchmark /<br>Analog              | BST<br>Measure | BST<br>Volume      | CLEC<br>Measure   | CLEC<br>Volume   | Standard<br>Deviation | Standard<br>Error  | ZScore | Equity     |
|--------------------------|--|------------------------------------|----------------|--------------------|-------------------|------------------|-----------------------|--------------------|--------|------------|
|                          | Local Interconnection Trunks - Ordering  |                                    |                |                    |                   |                  |                       |                    |        |            |
| C.1.1                    | % Rejected Service Requests  O-7 Local Interconnection Trunks/TN(%)  | Diagnostic                         |                |                    | 52.54%            | 59               |                       |                    |        | Diagnostic |
| C.1.2                    | Reject Interval  O-8   Local Interconnection Trunks/TN(%)  | >= 85% w in 4 days                 |                |                    | 100.00%           | 31               |                       |                    |        | YES        |
| C.1.3                    | FOC Timeliness  O-9   Local Interconnection Trunks/TN(%)   | >= 95% w in 10 days                |                |                    | 100.00%           | 51               |                       |                    |        | YES        |
| C.1.4                    | FOC & Reject Response Completeness  O-11   Local Interconnection Trunks/TN(%)  | >= 95%                             |                |                    | 98.18%            | 55               |                       |                    |        | YES        |
| C.1.5                    | FOC & Reject Response Completeness (Multiple Responses)  O-11   Local Interconnection Trunks/TN(%)   | >= 95%                             |                |                    |                   |                  |                       |                    |        |            |
|                          | Local Interconnection Trunks - Provisioning  |                                    |                |                    |                   |                  |                       |                    |        |            |
| C.2.1                    | Order Completion Interval     P-4   Local Interconnection Trunks/TN(days)  | Parity w Retail                    | 25.33          | 46                 | 16.11             | 9                | 17.582                | 6.40825            | 1.4380 | YES        |
| C.2.2                    | Held Orders P-1 Local Interconnection Trunks/TN(days)  | Parity w Retail                    | Not Applicable | for Trunks         |                   |                  |                       |                    |        |            |
| C.2.3                    | % Jeopardies P-2 Local Interconnection Trunks/TN(%)  | Parity w Retail                    | Not Applicable | for Trunks         |                   |                  |                       |                    |        |            |
| C.2.4                    | Average Jeopardy Notice Interval P-2   Local Interconnection Trunks/TN(hours)  | 95% >= 48 hrs                      | Not Applicable | for Trunks         |                   |                  |                       |                    |        |            |
| C.2.5                    | % Missed Installation Appointments P-3 Local Interconnection Trunks/TN(%)  | Parity w Retail                    | 0.00%          | 46                 | 0.00%             | 9                |                       | 0.00000            |        | YES        |
| C.2.6                    | % Provisioning Troubles within 30 Days P-9 Local Interconnection Trunks/TN(%)  | Parity w Retail                    | 0.00%          | 1,512              | 0.00%             | 708              |                       | 0.00000            |        | YES        |
| C.2.7                    | Average Completion Notice Interval P-5 Local Interconnection Trunks/TN(hours)  | Parity w Retail                    | 210.02         | 22                 | 22.21             | 6                | 365.764               | 168.45862          | 1.1149 | YES        |
| C.2.8                    | Total Service Order Cycle Time           P-10         Local Interconnection Trunks/TN(days)  | Diagnostic                         | Under develop  | ment               |                   |                  |                       |                    |        |            |
| C.2.9                    | Total Service Order Cycle Time (offered) P-10 Local Interconnection Trunks/TN(days)  | Diagnostic                         | Under develop  | ment               |                   |                  |                       |                    |        |            |
| C.2.11.1.1<br>C.2.11.1.2 | Service Order Accuracy P-11 Local Interconnection Trunks/<10 circuits/Dispatch/TN(%) P-11 Local Interconnection Trunks/<10 circuits/Non-Dispatch/TN(%) | >= 95%<br>>= 95%                   |                |                    | 85.71%<br>100.00% | 7<br>5           |                       |                    |        | NO<br>YES  |
| C.2.11.2.1<br>C.2.11.2.2 | P-11 Local Interconnection Trunks/>=10 circuits/Non-Dispatch/TN(%)  P-11 Local Interconnection Trunks/>=10 circuits/Non-Dispatch/TN(%)                 | >= 95%<br>>= 95%                   |                |                    | 94.12%<br>90.91%  | 17<br>11         |                       |                    |        | NO<br>NO   |
|                          | Local Interconnection Trunks - Maintenance and Repair  |                                    |                |                    |                   |                  |                       |                    |        |            |
| C.3.1.1                  | Missed Repair Appointments  M&R-1   Local Interconnection Trunks/Dispatch/TN(%)  | Parity w Retail                    |                |                    |                   |                  |                       |                    |        |            |
| C.3.1.2                  | M&R-1 Local Interconnection Trunks/Non-Dispatch/TN(%)  Customer Trouble Report Rate  | Parity w Retail                    | 1.28%          | 78                 |                   |                  |                       |                    |        |            |
| C.3.2.1<br>C.3.2.2       | M&R-2 Local Interconnection Trunks/Dispatch/TN(%) M&R-2 Local Interconnection Trunks/Non-Dispatch/TN(%)  | Parity w Retail<br>Parity w Retail | 0.00%<br>0.06% | 133,541<br>133,541 | 0.00%<br>0.00%    | 45,560<br>45,560 |                       | 0.00000<br>0.00013 | 4.4544 | YES<br>YES |
| C.3.3.1<br>C.3.3.2       | M&R-3 Local Interconnection Trunks/Dispatch/TN(hours) M&R-3 Local Interconnection Trunks/Non-Dispatch/TN(hours)  | Parity w Retail<br>Parity w Retail | 0.87           | 78                 |                   |                  | 5.215                 |                    |        |            |

|                    | Tennessee, July 2001  | Benchmark /<br>Analog              | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore    | Equity |
|--------------------|---|------------------------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|-----------|--------|
| C.3.4.1            | % Repeat Troubles within 30 Days  M&R-4 Local Interconnection Trunks/Dispatch/TN(%)                         | Parity w Retail                    |                |               |                 |                |                       |                   |           |        |
| C.3.4.2            | M&R-4   Local Interconnection Trunks/Non-Dispatch/TN(%)  Out of Service > 24 hours                          | Parity w Retail                    | 55.13%         | 78            |                 |                |                       |                   |           |        |
| C.3.5.1<br>C.3.5.2 | M&R-5   Local Interconnection Trunks/Dispatch/TN(%) M&R-5   Local Interconnection Trunks/Non-Dispatch/TN(%) | Parity w Retail<br>Parity w Retail | 1.28%          | 78            |                 |                |                       |                   |           |        |
|                    | Local Interconnection Trunks - Billing  |                                    |                |               |                 |                |                       |                   |           |        |
| C.4.1              | Invoice Accuracy B-1  TN(%)   | BST - State                        | 98.80%         | \$197,272,640 | 99.57%          | \$2,801,107    |                       | 0.00007           | -116.9950 | YES    |
| C.4.2              | Mean Time to Deliver Invoices - CABS  B-2   Region(calendar days)   | BST - Region                       | 5.08           | 1             | 4.78            | 3,199          |                       |                   |           | YES    |
|                    | LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING   |                                    |                |               |                 |                |                       |                   |           |        |
| C.5.1              | Trunk Group Performance - Aggregate TGP-1  TN   | >0.5% dif 2 consec. Hrs            |                |               | 0               |                |                       |                   |           | YES    |

| Tennessee, July 2001  | Benchmark /<br>Analog                    | BST<br>Measure | BST<br>Volume                                    | CLEC<br>Measure  | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore | Equity             |
|---|--|----------------|--|------------------|----------------|-----------------------|-------------------|--------|--------------------|
| Operations Support Systems - Pre-Ordering                             |  |                |  |                  |                |                       |                   |        |                    |
| •   |  |                |  |                  |                |                       |                   |        |                    |
| % Interface Availability - CLEC  OSS-2 EDI/Region(%)                  | >= 99.5%                                 |                |  | 100.00%          |                |                       |                   |        | YES                |
| OSS-2   ED//Region(%)<br>OSS-2   HAL/Region(%)                        | >= 99.5%<br>>= 99.5%                     |                |  | 99.78%           |                |                       |                   |        | YES                |
| OSS-2 LENS/Region(%)  | >= 99.5%                                 |                | <del>                                     </del> | 99.96%           |                |                       |                   |        | YES                |
| OSS-2 LEO MAINFRAME/Region(%)   | >= 99.5%                                 |                |  | 100.00%          |                |                       |                   |        | YES                |
| OSS-2 LEO UNIX/Region(%)  | >= 99.5%                                 |                |  |                  |                |                       |                   |        |                    |
| OSS-2 LESOG/Region(%)   | >= 99.5%                                 |                |  | 100.00%          |                |                       |                   |        | YES                |
| OSS-2 TAG/Region(%)   | >= 99.5%                                 |                |  | 99.95%           |                |                       |                   |        | YES                |
| OSS-2 PSIMS/Region(%)   | >= 99.5%                                 |                |  | 99.80%           |                |                       |                   |        | YES                |
| % Interface Availability - BST & CLEC                                 |  |                |  |                  |                |                       |                   |        |                    |
| OSS-2 ATLAS/COFFI/Region(%)   | >= 99.5%                                 |                |  | 99.92%           |                |                       |                   |        | YES                |
| OSS-2 BOCRIS/Region(%)  | >= 99.5%                                 |                |  | 99.93%           |                |                       |                   |        | YES                |
| OSS-2 DSAP/Region(%)  | >= 99.5%                                 |                |  | 99.88%           |                |                       |                   |        | YES                |
| OSS-2 RSAG/Region(%)  | >= 99.5%                                 |                |  | 99.91%           |                |                       |                   |        | YES                |
| OSS-2 SOCS/Region(%) OSS-2 SONGS/Region(%)                            | >= 99.5%<br>>= 99.5%                     |                |  | 99.91%<br>99.93% |                |                       |                   |        | YES<br>YES         |
| OSS-2 DOE/Region(%)   | >= 99.5%                                 |                |  | 100.00%          |                |                       |                   |        | YES                |
| OSS-2 LNP Gateway/Region(%)   | >= 99.5%                                 |                |  | 100.00%          |                |                       |                   |        | YES                |
| OSS-2 COG/Region(%)   | >= 99.5%                                 |                | 1  | 100.00%          |                |                       |                   |        | YES                |
| OSS-2 DOM/Region(%)   | >= 99.5%                                 |                |  | 100.00%          |                |                       |                   |        | YES                |
| OSS-2 SOG/Region(%)   | >= 99.5%                                 |                |  | 100.00%          |                |                       |                   |        | YES                |
| Average Response Interval - CLEC (LENS) (BST Measure Include          | s Additional 2 Seconds)                  |                |  |                  |                |                       |                   |        |                    |
| OSS-1 RSAG, by TN/Region (seconds)                                    | RNS - RSAG, by TN + 2 Sec                | 2.88           | 3,237,125  | 1.80             | 246,086        |                       |                   |        | YES                |
| OSS-1 RSAG, by TN/Region (seconds)                                    | ROS - RSAG, by TN + 2 Sec                | 3.28           | 7,266  | 1.80             | 246,086        |                       |                   |        | YES                |
| OSS-1 RSAG, by ADDR/Region (seconds)                                  | RNS - RSAG, by ADDR + 2 Sec              | 3.00           | 9,608,635  | 1.62             | 156,550        |                       |                   |        | YES                |
| OSS-1 RSAG, by ADDR/Region (seconds)                                  | ROS - RSAG, by ADDR + 2 Sec              | 5.57           | 610,414  | 1.62             | 156,550        |                       |                   |        | YES                |
| OSS-1 ATLAS/Region (seconds)  | RNS - ATLAS + 2 Sec                      |                |  | 1.07             | 59,062         |                       |                   |        |                    |
| OSS-1 ATLAS/Region (seconds)  | ROS - ATLAS + 2 Sec                      | 2.65           | 293,697  | 1.07<br>0.53     | 59,062         |                       |                   |        | YES                |
| OSS-1 DSAP/Region (seconds) OSS-1 DSAP/Region (seconds)               | RNS - DSAP + 2 Sec<br>ROS - DSAP + 2 Sec | 2.67           | 294,671  | 0.53             | 1,593<br>1,593 |                       |                   |        | YES                |
| OSS-1 HAL/CRIS/Region (seconds)                                       | RNS - CRSACCTS + 2 Sec                   | 3.50           | 5,503,374  | 13.31            | 464,511        |                       |                   |        | NO<br>NO           |
| OSS-1 HAL/CRIS/Region (seconds)                                       | ROS - CRSOCSR + 2 Sec                    | 3.19           | 461,218  | 13.31            | 464,511        |                       |                   |        | NO                 |
| OSS-1 COFFI/USOC/Region (seconds)                                     | RNS - OASISBIG + 2 Sec                   | 4.25           | 11,605,575                                       | 0.78             | 34,324         |                       |                   |        | YES                |
| OSS-1 COFFI/USOC/Region (seconds)                                     | ROS - OASISBIG + 2 Sec                   | 4.41           | 605,022  | 0.78             | 34,324         |                       |                   |        | YES                |
| OSS-1 PSIMS/ORB/Region (seconds)                                      | RNS - OASISBIG + 2 Sec                   | 4.25           | 11,605,575                                       | 0.09             | 71,569         |                       |                   |        | YES                |
| OSS-1 PSIMS/ORB/Region (seconds)                                      | ROS - OASISBIG + 2 Sec                   | 4.41           | 605,022  | 0.09             | 71,569         |                       |                   |        | YES                |
| Average Response Interval - CLEC (TAG) (BST Measure Include           | Additional 2 Seconds)                    |                |  |                  |                |                       |                   |        |                    |
| OSS-1 RSAG, by TN/Region (seconds)                                    | RNS - RSAG, by TN + 2 Sec                | 2.88           | 3,237,125  | 2.32             | 187,104        |                       |                   |        | YES                |
| OSS-1 RSAG, by TN/Region (seconds)                                    | ROS - RSAG, by TN + 2 Sec                | 3.28           | 7,266  | 2.32             | 187,104        |                       |                   |        | YES                |
| OSS-1 RSAG, by ADDR/Region (seconds)                                  | RNS - RSAG, by ADDR + 2 Sec              | 3.00           | 9,608,635  | 2.50             | 72,690         |                       |                   |        | YES                |
| OSS-1 RSAG, by ADDR/Region (seconds)                                  | ROS - RSAG, by ADDR + 2 Sec              | 5.57           | 610,414  | 2.50             | 72,690         |                       |                   |        | YES                |
| OSS-1 ATLAS - MLH/Region (seconds)                                    | Diagnostic                               |                |  |                  |                |                       |                   |        | Diagnos            |
| OSS-1 ATLAS - MLH/Region (seconds) OSS-1 ATLAS - DID/Region (seconds) | Diagnostic Diagnostic                    |                |  | 1.61             | 4              |                       |                   |        | Diagnos<br>Diagnos |
| OSS-1 ATLAS - DID/Region (seconds)                                    | Diagnostic                               |                |  | 1.61             | 4              |                       |                   |        | Diagnos            |
| OSS-1 ATLAS - TN/Region (seconds)                                     | RNS - ATLAS - TN + 2 Sec                 |                |  | 1.73             | 10,074         |                       |                   |        | Diagrios           |
| OSS-1 ATLAS - TN/Region (seconds)                                     | ROS - ATLAS - TN + 2 Sec                 | 2.65           | 293,697  | 1.73             | 10.074         |                       |                   |        | YES                |
| OSS-1 DSAP/Region (seconds)   | RNS - DSAP + 2 Sec                       |                |  | 2.28             | 66,065         |                       |                   |        |                    |
| OSS-1 DSAP/Region (seconds)   | ROS - DSAP + 2 Sec                       | 2.67           | 294,671  | 2.28             | 66,065         |                       |                   |        | YES                |
| OSS-1 HAL/CRIS/Region (seconds)                                       | RNS - CRSACCTS + 2 Sec                   | 3.50           | 5,503,374  | 3.60             | 133,650        |                       |                   |        | NO                 |
| OSS-1 HAL/CRIS/Region (seconds)                                       | ROS - CRSOCSR + 2 Sec                    | 3.19           | 461,218  | 3.60             | 133,650        |                       |                   |        | NO                 |
| OSS-1 RNS/CRSEINT/Region(seconds)                                     | RNS - CRSACCTS + 2 sec                   |                | t applicable after                               |                  |                |                       |                   |        |                    |
| OSS-1 ROS/CRSEINT/Region(seconds)                                     | ROS - CRSOCSR + 2 sec                    |                | applicable after                                 |                  |                |                       |                   |        |                    |
| OSS-1 RNS/CRSECSRL/Region(seconds) OSS-1 ROS/CRSECSRL/Region(seconds) | RNS - CRSACCTS + 2 sec                   |                | applicable after                                 |                  |                |                       |                   |        |                    |
| USS-1 RUS/UKSEUSKL/Region(seconds)                                    | ROS - CRSOCSR + 2 sec                    | inis data no   | t applicable after                               | 7-1-2001; see L  | J. 1.4.1.Z     |                       |                   |        |                    |

|                          | Tennessee, July 2001  | Benchmark /                     | BST              | BST              | CLEC               | CLEC             | Standard  | Standard           |                     |            |
|--------------------------|---|---------------------------------|------------------|------------------|--------------------|------------------|-----------|--------------------|---------------------|------------|
|                          |   | Analog                          | Measure          | Volume           | Measure            | Volume           | Deviation | Error              | ZScore              | Equity     |
|                          |   |                                 |                  |                  |                    |                  |           |                    |                     | 1          |
|                          | Operations Support Systems - Maintenance and Repair                                   |                                 |                  |                  |                    |                  |           |                    |                     |            |
|                          | % Interface Availability - BST  |                                 |                  |                  |                    |                  |           |                    |                     |            |
| D.2.1.1                  | OSS-3 TAFI/Region(%)  | >= 99.5%                        | 99.99%           |                  |                    |                  |           |                    |                     | YES        |
|                          | % Interface Availability - CLEC   | <u></u>                         |                  |                  |                    |                  |           |                    |                     |            |
| D.2.2.1                  | OSS-3   CLEC TAFI/Region(%)   | >= 99.5%                        |                  |                  | 100.00%            |                  |           |                    |                     | YES        |
| D.2.2.1<br>D.2.2.2       | OSS-3   CLEC FAT/Region(%)  | >= 99.5%                        |                  |                  | 100.00%            |                  |           |                    |                     | YES        |
| 5.2.2.2                  |   | 7 = 30.070                      |                  |                  | 100.0070           |                  |           |                    |                     |            |
|                          | % Interface Availability - BST & CLEC   |                                 |                  |                  |                    |                  |           |                    |                     |            |
| D.2.3.1                  | OSS-3 CRIS/Region(%)  | >= 99.5%                        |                  |                  | 99.93%             |                  |           |                    |                     | YES        |
| D.2.3.2                  | OSS-3 LMOS HOST/Region(%)   | >= 99.5%                        |                  |                  | 100.00%            |                  |           |                    |                     | YES        |
| D.2.3.3                  | OSS-3 LNP/Region(%)   | >= 99.5%                        |                  |                  | 100.00%            |                  |           |                    |                     | YES        |
| D.2.3.4<br>D.2.3.5       | OSS-3 MARCH/Region(%) OSS-3 OSPCM/Region(%)   | >= 99.5%<br>>= 99.5%            |                  |                  | 100.00%<br>100.00% |                  |           |                    |                     | YES<br>YES |
| D.2.3.6                  | OSS-3   Predictor/Region(%)   | >= 99.5%                        |                  |                  | 100.00%            |                  |           |                    |                     | YES        |
| D.2.3.6<br>D.2.3.7       | OSS-3   SOCS/Region(%)  | >= 99.5%                        |                  |                  | 99.91%             |                  |           |                    |                     | YES        |
| D.2.0.7                  |   | Z= 00.070                       |                  |                  | 00.0170            |                  |           |                    |                     | 120        |
|                          | Average Response Interval   |                                 |                  |                  |                    |                  |           |                    |                     |            |
| D.2.4.1.1                | OSS-4 CRIS/Region(%) <= 4 Seconds   | Parity w Retail                 | 95.82%           | 1,946,965        | 95.04%             | 92,271           |           | 0.00067            | 11.5962             | NO         |
| D.2.4.1.2                | OSS-4 CRIS/Region(%) <= 10 Seconds  | Parity w Retail                 | 98.81%           | 1,946,965        | 99.19%             | 92,271           |           | 0.00037            | -10.4334            | YES        |
| D.2.4.1.3                | OSS-4 CRIS/Region(%) > 10 Seconds   | Parity w Retail                 | 1.19%            | 1,946,965        | 0.81%              | 92,271           |           | 0.00037            | 10.4334             | YES        |
| D.2.4.2.1                | OSS-4 DLETH/Region(%) <= 4 Seconds  | Parity w Retail                 | 10.69%           | 47,554           | 11.48%             | 932              |           | 0.01022            | -0.7748             | YES        |
| D.2.4.2.2                | OSS-4 DLETH/Region(%) <= 10 Seconds   | Parity w Retail                 | 81.73%           | 47,554           | 89.38%             | 932              |           | 0.01278            | -5.9848             | YES        |
| D.2.4.2.3                | OSS-4 DLETH/Region(%) > 10 Seconds OSS-4 DLR/Region(%) <= 4 Seconds                   | Parity w Retail Parity w Retail | 18.27%           | 47,554<br>35,497 | 10.62%             | 932              |           | 0.01278            | 5.9848<br>-79.5474  | YES<br>YES |
| D.2.4.3.1<br>D.2.4.3.2   | OSS-4   DLR/Region(%) <= 4 Seconds<br>OSS-4   DLR/Region(%) <= 10 Seconds             | Parity w Retail                 | 6.56%<br>88.73%  | 35,497           | 22.13%<br>98.14%   | 29,083<br>29,083 |           | 0.00196<br>0.00250 | -79.5474            | YES        |
| D.2.4.3.2<br>D.2.4.3.3   | OSS-4   DLR/Region(%) > 10 Seconds  | Parity w Retail                 | 11.27%           | 35,497           | 1.86%              | 29,083           |           | 0.00250            | 37.6471             | YES        |
| D.2.4.3.3<br>D.2.4.4.1   | OSS-4   LMOS/Region(%) > 10 Seconds   | Parity w Retail                 | 99.88%           | 1,946,930        | 99.85%             | 92,311           |           | 0.00230            | 2.3442              | NO NO      |
| D.2.4.4.2                | OSS-4 LMOS/Region(%) <= 10 Seconds  | Parity w Retail                 | 99.94%           | 1,946,930        | 99.93%             | 92,311           |           | 0.00012            | 2.1646              | NO         |
| D.2.4.4.3                | OSS-4 LMOS/Region(%) > 10 Seconds   | Parity w Retail                 | 0.06%            | 1,946,930        | 0.07%              | 92,311           |           | 0.00008            | -2.1646             | NO         |
| D.2.4.5.1                | OSS-4 LMOSupd/Region(%) <= 4 Seconds  | Parity w Retail                 | 97.88%           | 1,463,874        | 97.31%             | 56,552           |           | 0.00062            | 9.1600              | NO         |
| D.2.4.5.2                | OSS-4 LMOSupd/Region(%) <= 10 Seconds   | Parity w Retail                 | 99.83%           | 1,463,874        | 99.67%             | 56,552           |           | 0.00018            | 9.3826              | NO         |
| D.2.4.5.3                | OSS-4 LMOSupd/Region(%) > 10 Seconds  | Parity w Retail                 | 0.17%            | 1,463,874        | 0.33%              | 56,552           |           | 0.00018            | -9.3826             | NO         |
| D.2.4.6.1                | OSS-4 LNP/Region(%) <= 4 Seconds  | Parity w Retail                 | 99.62%           | 134,687          | 99.43%             | 5,486            |           | 0.00085            | 2.2146              | NO         |
| D.2.4.6.2                | OSS-4 LNP/Region(%) <= 10 Seconds   | Parity w Retail                 | 99.80%           | 134,687          | 99.84%             | 5,486            |           | 0.00061            | -0.5469             | YES        |
| D.2.4.6.3                | OSS-4 LNP/Region(%) > 10 Seconds  | Parity w Retail                 | 0.20%            | 134,687          | 0.16%              | 5,486            |           | 0.00061            | 0.5469              | YES        |
| D.2.4.7.1                | OSS-4 MARCH/Region(%) <= 4 Seconds  | Parity w Retail                 | 29.87%           | 9,546            | 31.76%             | 403              |           | 0.02327            | -0.8146             | YES        |
| D.2.4.7.2                | OSS-4 MARCH/Region(%) <= 10 Seconds   | Parity w Retail                 | 29.87%           | 9,546            | 31.76%             | 403              |           | 0.02327            | -0.8146             | YES        |
| D.2.4.7.3                | OSS-4 MARCH/Region(%) > 10 Seconds  | Parity w Retail                 | 70.13%           | 9,546            | 68.24%             | 403              |           | 0.02327            | 0.8146              | YES        |
| D.2.4.8.1                | OSS-4 OSPCM/Region(%) <= 4 Seconds  | Parity w Retail                 | 45.00%           | 9,365            | 34.75%             | 118              |           | 0.04609            | 2.2245              | NO         |
| D.2.4.8.2                | OSS-4 OSPCM/Region(%) <= 10 Seconds   | Parity w Retail                 | 97.54%           | 9,365            | 96.61%             | 118              |           | 0.01434            | 0.6513              | YES        |
| D.2.4.8.3                | OSS-4 OSPCM/Region(%) > 10 Seconds  | Parity w Retail                 | 2.46%            | 9,365            | 3.39%              | 118              |           | 0.01434            | -0.6513             | YES        |
| D.2.4.9.1                | OSS-4 Predictor/Region(%) <= 4 Seconds  | Parity w Retail                 | 16.89%           | 77,635           | 27.50%             | 3,898            |           | 0.00615            | -17.2457            | YES        |
| D.2.4.9.2<br>D.2.4.9.3   | OSS-4   Predictor/Region(%) <= 10 Seconds<br>OSS-4   Predictor/Region(%) > 10 Seconds | Parity w Retail Parity w Retail | 16.89%<br>83.11% | 77,635<br>77,635 | 27.50%<br>72.50%   | 3,898<br>3,898   |           | 0.00615<br>0.00615 | -17.2457<br>17.2457 | YES<br>YES |
| D.2.4.9.3<br>D.2.4.10.1  | OSS-4   Predictor/Region(%) > 10 Seconds<br>OSS-4   SOCS/Region(%) <= 4 Seconds       | Parity w Retail                 | 99.83%           | 250,355          | 99.81%             | 14,222           |           | 0.00036            | 0.5068              | YES        |
| D.2.4.10.1<br>D.2.4.10.2 | OSS-4   SOCS/Region(%) <= 4 Seconds<br>OSS-4   SOCS/Region(%) <= 10 Seconds           | Parity w Retail                 | 99.83%           | 250,355          | 99.81%             | 14,222           |           | 0.00036            | 0.8387              | YES        |
| D.2.4.10.2<br>D.2.4.10.3 | OSS-4   SOCS/Region(%) > 10 Seconds   | Parity w Retail                 | 0.02%            | 250,355          | 0.04%              | 14,222           |           | 0.00013            | -0.8387             | YES        |
| D.2.4.11.1               | OSS-4   NIW/Region(%) <= 4 Seconds  | Parity w Retail                 | 82.85%           | 77,529           | 82.24%             | 3,818            |           | 0.00625            | 0.9734              | YES        |
| D.2.4.11.2               | OSS-4 NIW/Region(%) <= 10 Seconds   | Parity w Retail                 | 99.58%           | 77,529           | 99.63%             | 3,818            |           | 0.00023            | -0.5352             | YES        |
| D.2.4.11.3               | OSS-4 NIW/Region(%) > 10 Seconds  | Parity w Retail                 | 0.42%            | 77,529           | 0.37%              | 3,818            |           | 0.00108            | 0.5352              | YES        |
|                          | 3 - 107   | ,                               |                  |                  |                    | - /              |           |                    |                     | -          |

|         | Tennessee, July 2001   | Benchmark /<br>Analog | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore | Equity |
|---------|--|-----------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|--------|
|         | COLLOCATION - Collocation  |                       |                |               |                 |                |                       |                   |        |        |
|         | Average Response Time  |                       |                |               |                 |                |                       |                   |        |        |
| E.1.1.1 | C-1 Virtual/TN (calendar days)   | <= 20 days            |                |               |                 |                |                       |                   |        |        |
| E.1.1.2 | C-1 Virtual Augments for Line Sharing or Line Splitting/TN (business days) | <= 23 days            |                |               |                 |                |                       |                   |        |        |
| E.1.1.3 | C-1 Physical-Caged/TN (business days)                                      | <= 23 days            |                |               | 3               | 2              |                       |                   |        | YES    |
| E.1.1.4 | C-1 Physical-Cageless/TN (business days)                                   | <= 23 days            |                |               |                 |                |                       |                   |        |        |
|         | Average Arrangement Time   |                       |                |               |                 |                |                       |                   |        |        |
| E.1.2.1 | C-2 Virtual-Ordinary/TN (calendar days)                                    | <= 50 days            |                |               |                 |                |                       |                   |        |        |
| E.1.2.2 | C-2 Virtual-Extraordinary/TN (calendar days)                               | <= 75 days            |                |               |                 |                |                       |                   |        |        |
| E.1.2.3 | C-2 Virtual Augments for Line Sharing or Line Splitting/TN (business days) | <= 45 days            |                |               |                 |                |                       |                   |        |        |
| E.1.2.4 | C-2 Physical Caged-Ordinary/TN (business days)                             | <= 76 days            |                |               | 31              | 5              |                       |                   |        | YES    |
| E.1.2.5 | C-2 Physical Caged-Extraordinary/TN (business days)                        | <= 91 days            |                |               |                 |                |                       |                   |        |        |
| E.1.2.6 | C-2 Physical Cageless-Ordinary/TN (business days)                          | <= 76 days            |                |               | 53              | 1              |                       |                   |        | YES    |
| E.1.2.7 | C-2 Physical Cageless-Extraordinary/TN (business days)                     | <= 91 days            |                |               |                 |                |                       |                   |        |        |
|         | % Due Dates Missed   |                       |                |               |                 |                |                       |                   |        |        |
| E.1.3.1 | C-3 Virtual/TN (%)   | < 5% missed           |                |               |                 |                |                       |                   |        |        |
| E.1.3.2 | C-3 Physical/TN (%)  | < 5% missed           |                |               | 0.00%           | 6              |                       |                   |        | YES    |
| E.1.3.3 | C-3 Virtual Augments for Line Sharing or Line Splitting/TN (%)             | < 5% missed           |                |               |                 |                |                       |                   |        |        |

| Tennessee, July 2001  | Benchmark /<br>Analog                            | BST<br>Measure | BST<br>Volume | CLEC<br>Measure  | CLEC<br>Volume   | Standard<br>Deviation | Standard<br>Error | ZScore | Equity                   |
|---|--|----------------|---------------|------------------|------------------|-----------------------|-------------------|--------|--------------------------|
| General - Flow Through  |  |                |               |                  |                  |                       |                   |        |                          |
| % Flow Through Service Requests   |  |                |               |                  |                  |                       |                   |        |                          |
| O-3 Summary/Region(%)   | Diagnostic                                       |                |               | 87.38%           | 252,927          |                       |                   |        | Diagnostic               |
| O-3 Aggregate/Region(%)   | Diagnostic                                       |                |               | 87.38%           | 252,927          |                       |                   |        | Diagnostic               |
| O-3 Residence/Region(%) O-3 Business/Region(%)                              | >= 95%<br>>= 90%                                 |                |               | 87.09%<br>69.92% | 183,387<br>6.480 |                       |                   |        | NO<br>NO                 |
| O-3 UNE/Region(%)   | >= 90%<br>>= 85%                                 |                |               | 90.00%           | 63,060           |                       |                   |        | YES                      |
| % Flow Through Service Requests - Achieved                                  | <del></del> -                                    |                |               |                  |                  |                       |                   |        |                          |
| O-3 Summary/Region(%)   | Diagnostic                                       |                |               | 71.33%           | 309,818          |                       |                   |        | Diagnostic               |
| O-3 Aggregate/Region(%)   | Diagnostic                                       |                |               | 71.33%           | 309,818          |                       |                   |        | Diagnostic               |
| O-3 Residence/Region(%)   | Diagnostic                                       |                |               | 75.18%           | 212,428          |                       |                   |        | Diagnostic               |
| O-3 Business/Region(%) O-3 UNE/Region(%)                                    | Diagnostic Diagnostic                            |                |               | 49.41%<br>64.34% | 9,170<br>88,220  |                       |                   |        | Diagnostic<br>Diagnostic |
| % Flow Through Service Requests - LNP                                       |  |                |               |                  |                  |                       |                   |        | g                        |
| O-3 Summary/Region(%)   | >= 85%   |                |               | 86.36%           | 4,860            |                       |                   |        | YES                      |
| O-3 Aggregate/Region(%)   | >= 85%   |                |               | 86.36%           | 4,860            |                       |                   |        | YES                      |
| O-3 Residence/Region(%)   | Diagnostic                                       |                |               |                  |                  |                       |                   |        | Diagnostic               |
| O-3 Business/Region(%)  | Diagnostic                                       |                |               |                  |                  |                       |                   |        | Diagnostic               |
| General - Pre-Ordering  |  |                |               |                  |                  |                       |                   |        |                          |
| Loop Makeup Inquiry (Manual)  |  |                |               |                  |                  |                       |                   |        |                          |
| PO-1 Loops/TN(%)  | >= 95% w in 3 bus days                           |                |               | 89.00%           | 9                |                       |                   |        | NO                       |
| Loop Makeup Inquiry (Electronic)  |  |                |               |                  |                  |                       |                   |        |                          |
| PO-2  Loops/TN(%)   | >= 95% w in 5 min                                |                |               | 100.00%          | 496              |                       |                   |        | YES                      |
|   |  |                |               |                  |                  |                       |                   |        |                          |
| General - Ordering  |  |                |               |                  |                  |                       |                   |        |                          |
| Service Inquiry with Firm Order   | 050/ 12.51                                       |                |               | 00.000/          | 000              |                       |                   |        | VE0.                     |
| O-10 xDSL (ADSL, HDSL and UCL)/TN(%) O-10 Local Interoffice Transport/TN(%) | >= 95% w in 5 bus days<br>>= 95% w in 5 bus days |                |               | 98.00%           | 228              |                       |                   |        | YES                      |
| 0-10 Local Interollice Transport (14(70)                                    | 2= 3576 W III 5 bus days                         |                |               |                  |                  |                       |                   |        |                          |
| General - Ordering  |  |                |               |                  |                  |                       |                   |        |                          |
| Average Speed of Answer   |  |                |               |                  |                  |                       |                   |        |                          |
| O-12 Region(seconds)  | Parity w Retail                                  | 199.33         | 6,834,494     | 59.15            | 44,292           |                       |                   |        | YES                      |
| General - Maintenance Center  |  |                |               |                  |                  |                       |                   |        |                          |
| Average Answer Time   |  |                |               |                  |                  |                       |                   |        |                          |
| M&R-6   Region(seconds)   | Parity w Retail                                  | 144.73         | 1,777,813     | 27.37            | 96,407           |                       |                   |        | YES                      |
| General - Operator Services (Toll)  |  |                |               |                  |                  |                       |                   |        |                          |
|   |  |                |               |                  |                  |                       |                   |        |                          |
| Average Speed to Answer OS-1 TN(seconds)                                    | PBD  |                |               | 5.55             |                  |                       |                   |        | PBD                      |
| % Answered in 10 seconds  | <u></u>  |                |               |                  |                  |                       |                   |        |                          |
| OS-2 TN(%)  | PBD  |                |               | 78.40%           |                  |                       |                   |        | PBD                      |
|   |  |                |               |                  |                  |                       |                   |        |                          |
| General - Directory Assistance  |  |                |               |                  |                  |                       |                   |        |                          |
| Average Speed to Answer  DA-1   TN(seconds)                                 | PBD  |                |               | 5.58             |                  |                       |                   |        | PBD                      |
| % Answered in 10 seconds  |  |                |               |                  |                  |                       |                   |        | •                        |

|                      | Tennessee, July 2001  | Benchmark /<br>Analog                              | BST<br>Measure | BST<br>Volume | CLEC<br>Measure  | CLEC<br>Volume         | Standard<br>Deviation | Standard<br>Error | ZScore    | Equity     |
|----------------------|---|--|----------------|---------------|------------------|------------------------|-----------------------|-------------------|-----------|------------|
| F.7.2                | DA-2  TN(%)   | PBD  |                |               | 80.10%           |                        |                       |                   |           | PBD        |
|                      | General - E911  |  |                |               |                  |                        |                       |                   |           |            |
| F.8.1                | Mean Interval E-3 TN(hours)   | PBD  |                |               | 1.43             | 2,079                  |                       |                   |           | PBD        |
|                      | % Accuracy  |  |                |               |                  |                        |                       |                   |           |            |
| F.8.2                | E-2  TN(%)  | PBD  |                |               | 90.43%           | 243,475                |                       |                   |           | PBD        |
| F.8.3                | % Timeliness<br>E-1   TN(%)   | PBD  |                |               | 100.00%          | 2,079                  |                       |                   |           | PBD        |
|                      | General - Billing   |  |                |               |                  |                        |                       |                   |           |            |
|                      | Usage Data Delivery Accuracy  |  |                |               |                  |                        |                       |                   |           |            |
| F.9.1                | B-3 Region(%)   | Parity w Retail                                    | 100.00%        | 5,950         | 100.00%          | 15,556                 |                       | 0.00000           |           | YES        |
| F.9.2                | Usage Data Delivery Timeliness           B-5         Region(%)              | Parity w Retail                                    | 98.95%         | 40,304        | 96.62%           | 220,452,428            |                       | 0.00051           | 45.8681   | NO         |
| F.9.3                | Usage Data Delivery Completeness  B-4 Region(%)                             | Parity w Retail                                    | 99.91%         | 40,304        | 99.93%           | 220,452,428            |                       | 0.00015           | -1.7954   | YES        |
| 1 1010               | Mean Time to Deliver Usage  | Tany ii retai                                      | 00.0170        | 10,001        | 00.0070          | 220, 102, 120          |                       | 0.00010           |           | . 20       |
| F.9.4                | B-6 Region(days)  | Parity w Retail                                    | 3.37           | 40,304        | 3.83             | 220,452,428            |                       |                   |           | NO         |
| F.9.5.1              | Recurring Charge Completeness  B-7 Resale/TN(%)                             | Parity w Retail                                    | 72.54%         | \$8,294,180   | 98.69%           | \$155,328              |                       | 0.00218           | -119.8780 | YES        |
| F.9.5.2<br>F.9.5.3   | B-7 UNE/TN(%) B-7 Interconnection/TN(%)                                     | >= 90%<br>>= 90%                                   |                |               | 89.26%<br>93.90% | \$110,880<br>\$2,654   |                       |                   |           | NO<br>YES  |
| 1.0.0.0              | Non-Recurring Charge Completeness   | 7-00%  |                |               | 00.0070          | Ψ2,001                 |                       |                   |           | . 20       |
| F.9.6.1<br>F.9.6.2   | B-8   Resale/TN(%)<br>B-8   UNE/TN(%)                                       | Parity w Retail >= 90%                             | 82.02%         | \$10,791,949  | 98.91%<br>98.72% | \$311,336<br>\$388,343 |                       | 0.00165           | -102.5641 | YES<br>YES |
| F.9.6.3              | B-8 Interconnection/TN(%)   | >= 90%   |                |               | 70.83%           | \$91,578               |                       |                   |           | NO         |
|                      | General - Change Management   |  |                |               |                  |                        |                       |                   |           |            |
| F 40.4               | % Software Release Notices Sent On Time                                     | 050/ 100 1   |                |               |                  |                        |                       |                   |           |            |
| F.10.1               | CM-1  TN(%)  Average Software Release Notice Delay Days                     | >= 95% w in 30 days                                |                |               |                  |                        |                       |                   |           |            |
| F.10.2               | CM-2 TN(average)  | >= 22 bus days prior to release                    |                |               |                  |                        |                       |                   |           |            |
| F.10.3               | % Change Management Documentation Sent On Time  CM-3A   TN(%)               | >= 95% w in 30 days                                |                |               | 50.00%           | 4                      |                       |                   |           | NO         |
| F 40 4               | % Change Management Documentation (Defects, Corrections, etc.) Sent On Time | 050/in 5 days                                      |                |               |                  |                        |                       |                   |           |            |
| F.10.4               | CM-3B  TN(%)  Average Documentation Release Delay Days                      | >= 95% w in 5 days                                 |                |               |                  |                        |                       |                   |           |            |
| F.10.5               | CM-4 TN(average)  | >= 22 bus days prior to release                    |                |               | 6                | 2                      |                       |                   |           | NO         |
| F.10.6               | % CLEC Interface Outages Sent within 15 Minutes  CM-5   TN(%)               | >= 97% w in 15 min                                 |                |               | 100.00%          | 32                     |                       |                   |           | YES        |
|                      | General - New Business Requests   |  |                |               |                  |                        |                       |                   |           |            |
|                      | % New Business Requests Processed within 30 Business Days                   |  |                |               |                  |                        |                       |                   |           |            |
| F.11.1               | BFR-1 Region(%)   | >= 90% w in 30 bus days                            |                |               | 100.00%          | 5                      |                       |                   |           | YES        |
| F.11.2.1             | % Quotes Provided within X Business Days BFR-2A Region(%)                   | >= 90% w in 10 bus days                            |                |               | 66.67%           | 3                      |                       |                   |           | NO         |
| F.11.2.2<br>F.11.2.3 | BFR-2B Region(%) BFR-2C Region(%)   | >= 90% w in 30 bus days<br>>= 90% w in 60 bus days |                |               | 100.00%          | 2                      |                       |                   |           | YES        |
|                      |   |  |                |               |                  |                        |                       |                   |           |            |

|                | Tennessee, July 2001  | Benchmark /<br>Analog                    | BST<br>Measure | BST<br>Volume | CLEC<br>Measure  | CLEC<br>Volume    | Standard<br>Deviation | Standard<br>Error | ZScore | Equity     |
|----------------|---|--|----------------|---------------|------------------|-------------------|-----------------------|-------------------|--------|------------|
|                | General - Ordering  |  |                |               |                  |                   |                       |                   |        |            |
|                | Acknowledgement Message Timeliness                                  |  |                |               |                  |                   |                       |                   |        |            |
| 2.1.1<br>2.1.2 | O-1 EDI/Region(%) O-1 TAG/Region(%)                                 | >= 90% w in 30 min<br>>= 95% w in 30 min |                |               | 96.50%<br>99.75% | 78,663<br>194,073 |                       |                   |        | YES<br>YES |
|                | Acknowledgement Message Completeness                                |  |                |               |                  |                   |                       |                   |        |            |
| 2.2.1<br>2.2.2 | O-2   EDI/Region(%) O-2   TAG/Region(%)                             | 100%<br>100%                             |                |               | 99.95%<br>99.75% | 78,663<br>194,073 |                       |                   |        | NO<br>NO   |
|                | General - Database Updates  |  |                |               |                  |                   |                       |                   |        |            |
|                | Average Database Update Interval                                    |  |                |               |                  |                   |                       |                   |        |            |
| 3.1.1          | D-1 LIDB/TN(hours)  | PBD<br>PBD                               | 0.75           | 22<br>26      | 0.75<br>0.09     | 22                |                       |                   |        | PBD<br>PBD |
| 3.1.2<br>3.1.3 | D-1 Directory Listings/TN(hours) D-1 Directory Assistance/TN(hours) | PBD                                      | 0.09<br>4.18   | 26            | 3.13             | 26<br>26          |                       |                   |        | PBD        |
|                | % Update Accuracy   |  |                |               |                  |                   |                       |                   |        |            |
| 3.2.1          | D-2 LIDB/TN(%)  | >= 95%                                   |                |               | 86.15%           | 65                |                       |                   |        | YES        |
| 3.2.2          | D-2 Directory Listings/TN(%)  | >= 95%                                   |                |               | 100.00%          | 57                |                       |                   |        | YES        |
| 3.2.3          | D-2 Directory Assistance/TN(%)                                      | >= 95%                                   |                |               | 100.00%          | 57                |                       |                   |        | YES        |
| 3.3            | % NXXs / LRNs Loaded by LERG Effective Date D-3   Region(%)         | 100%                                     |                |               | 99.35%           | 153               |                       |                   |        | NO         |
|                | General - Network Outage Notification                               |  |                |               |                  |                   |                       |                   |        |            |
|                | Mean Time to Notify CLEC of Major Network Outages                   |  |                |               |                  |                   |                       |                   |        | \/F0       |
| 4.1            | M&R-7 Region (minutes)  | Parity w Retail                          | 4,824          | 4             | 4,582            | 4                 |                       |                   |        | YES        |

|             | Tenne | ssee, July 2001                                     | Benchmark / | BST     | BST    | CLEC    | CLEC   | Standard  | Standard |        |            |
|-------------|-------|---|-------------|---------|--------|---------|--------|-----------|----------|--------|------------|
|             |       |   | Analog      | Measure | Volume | Measure | Volume | Deviation | Error    | ZScore | Equity     |
|             |       | etions w/o Notice or < 24 hours (Resale)            |             |         |        |         |        |           |          |        | Equity     |
| A.2.24.1.1  | P-6   | Residence/Dispatch/TN (%)                           | Diagnostic  |         |        | 100.00% | 449    |           |          |        | Diagnostic |
| A.2.24.1.2  | P-6   | Residence/Non-Dispatch/TN (%)                       | Diagnostic  |         |        | 100.00% | 10,458 |           |          |        | Diagnostic |
| A.2.24.2.1  | P-6   | Business/Dispatch/TN (%)                            | Diagnostic  |         |        | 100.00% | 78     |           |          |        | Diagnostic |
| A.2.24.2.2  | P-6   | Business/Non-Dispatch/TN (%)                        | Diagnostic  |         |        | 100.00% | 226    |           |          |        | Diagnostic |
| A.2.24.3.1  | P-6   | Design (Specials)/Dispatch/TN (%)                   | Diagnostic  |         |        | 100.00% | 1      |           |          |        | Diagnostic |
| A.2.24.3.2  | P-6   | Design (Specials)/Non-Dispatch/TN (%)               | Diagnostic  |         |        | 100.00% | 4      |           |          |        | Diagnostic |
| A.2.24.4.1  | P-6   | PBX/Dispatch/TN (%)                                 | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| A.2.24.4.2  | P-6   | PBX/Non-Dispatch/TN (%)                             | Diagnostic  |         |        | 100.00% | 2      |           |          |        | Diagnostic |
| A.2.24.5.1  | P-6   | Centrex/Dispatch/TN (%)                             | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| A.2.24.5.2  | P-6   | Centrex/Non-Dispatch/TN (%)                         | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| A.2.24.6.1  | P-6   | ISDN/Dispatch/TN (%)                                | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| A.2.24.6.2  | P-6   | ISDN/Non-Dispatch/TN (%)                            | Diagnostic  |         |        | 100.00% | 5      |           |          |        | Diagnostic |
|             |       | etions w/o Notice or < 24 hours (UNE)               |             |         |        |         |        |           |          |        |            |
| B.2.32.1.1  | P-6   | Switch Ports/Dispatch/TN (%)                        | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| B.2.32.1.2  | P-6   | Switch Ports/Non-Dispatch/TN (%)                    | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| B.2.32.2.1  | P-6   | Local Interoffice Transport/Dispatch/TN (%)         | Diagnostic  |         |        | 100.00% | 2      |           |          |        | Diagnostic |
| B.2.32.2.2  | P-6   | Local Interoffice Transport/Non-Dispatch/TN (%)     | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| B.2.32.3.1  | P-6   | Loop + Port Combinations/Dispatch/TN (%)            | Diagnostic  |         |        | 100.00% | 132    |           |          |        | Diagnostic |
| B.2.32.3.2  | P-6   | Loop + Port Combinations/Non-Dispatch/TN (%)        | Diagnostic  |         |        | 100.00% | 2,307  |           |          |        | Diagnostic |
| B.2.32.4.1  | P-6   | Combo Other/Dispatch/TN (%)                         | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| B.2.32.4.2  | P-6   | Combo Other/Non-Dispatch/TN (%)                     | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| B.2.32.5.1  | P-6   | xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)           | Diagnostic  |         |        | 100.00% | 176    |           |          |        | Diagnostic |
| B.2.32.5.2  | P-6   | xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)       | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| B.2.32.6.1  | P-6   | UNE ISDN/Dispatch/TN (%)                            | Diagnostic  |         |        | 100.00% | 66     |           |          |        | Diagnostic |
| B.2.32.6.2  | P-6   | UNE ISDN/Non-Dispatch/TN (%)                        | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| B.2.32.7.1  | P-6   | Line Sharing/Dispatch/TN (%)                        | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| B.2.32.7.2  | P-6   | Line Sharing/Non-Dispatch/TN (%)                    | Diagnostic  |         |        | 100.00% | 57     |           |          |        | Diagnostic |
| B.2.32.8.1  | P-6   | 2W Analog Loop Design/Dispatch/TN (%)               | Diagnostic  |         |        | 100.00% | 130    |           |          |        | Diagnostic |
| B.2.32.8.2  | P-6   | 2W Analog Loop Design/Non-Dispatch/TN (%)           | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| B.2.32.9.1  | P-6   | 2W Analog Loop Non-Design/Dispatch/TN (%)           | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| B.2.32.9.2  | P-6   | 2W Analog Loop Non-Design/Non-Dispatch/TN (%)       | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| B.2.32.10.1 | P-6   | 2W Analog Loop w/INP Design/Dispatch/TN (%)         | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| B.2.32.10.2 | P-6   | 2W Analog Loop w/INP Design/Non-Dispatch/TN (%)     | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| B.2.32.11.1 | P-6   | 2W Analog Loop w/INP Non-Design/Dispatch/TN (%)     | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| B.2.32.11.2 | P-6   | 2W Analog Loop w/INP Non-Design/Non-Dispatch/TN (%) | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| B.2.32.12.1 | P-6   | 2W Analog Loop w/LNP Design/Dispatch/TN (%)         | Diagnostic  |         |        | 100.00% | 151    |           |          |        | Diagnostic |
| B.2.32.12.2 | P-6   | 2W Analog Loop w/LNP Design/Non-Dispatch/TN (%)     | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| B.2.32.13.1 | P-6   | 2W Analog Loop w/LNP Non-Design/Dispatch/TN (%)     | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| B.2.32.13.2 | P-6   | 2W Analog Loop w/LNP Non-Design/Non-Dispatch/TN (%) | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| B.2.32.14.1 | P-6   | Other Design/Dispatch/TN (%)                        | Diagnostic  |         |        | 100.00% | 11     |           |          |        | Diagnostic |
| B.2.32.14.2 | P-6   | Other Design/Non-Dispatch/TN (%)                    | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| B.2.32.15.1 | P-6   | Other Non-Design/Dispatch/TN (%)                    | Diagnostic  |         |        | 100.00% | 162    |           |          |        | Diagnostic |
| B.2.32.15.2 | P-6   | Other Non-Design/Non-Dispatch/TN (%)                | Diagnostic  |         |        | 100.00% | 2,308  |           |          |        | Diagnostic |
| B.2.32.16.1 | P-6   | INP (Standalone)/Dispatch/TN (%)                    | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| B.2.32.16.2 | P-6   | INP (Standalone)/Non-Dispatch/TN (%)                | Diagnostic  |         |        | 100.00% | 1      |           |          |        | Diagnostic |
| B.2.32.17.1 | P-6   | LNP (Standalone)/Dispatch/TN (%)                    | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| B.2.32.17.2 | P-6   | LNP (Standalone)/Non-Dispatch/TN (%)                | Diagnostic  |         |        |         |        |           |          |        | Diagnostic |

| B.2.32.18.1 | P-6      | Digital Loop < DS1/Dispatch/TN (%)               |
|-------------|----------|--|
| B.2.32.18.2 | P-6      | Digital Loop < DS1/Non-Dispatch/TN (%)           |
| B.2.32.19.1 | P-6      | Digital Loop >= DS1/Dispatch/TN (%)              |
| B.2.32.19.2 | P-6      | Digital Loop >= DS1/Non-Dispatch/TN (%)          |
|             | % Comple | etions w/o Notice or < 24 hours (LIT)            |
| C.2.10.1    | P-6      | Local Interconnection Trunks/Dispatch/TN (%)     |
| C.2.10.2    | P-6      | Local Interconnection Trunks/Non-Dispatch/TN (%) |

| Benchmark / | BST     | BST    | CLEC    | CLEC   | Standard  | Standard |        |            |
|-------------|---------|--------|---------|--------|-----------|----------|--------|------------|
| Analog      | Measure | Volume | Measure | Volume | Deviation | Error    | ZScore | Equity     |
| Diagnostic  |         |        | 100.00% | 188    |           |          |        | Diagnostic |
| Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
| Diagnostic  |         |        | 100.00% | 116    |           |          |        | Diagnostic |
| Diagnostic  |         |        |         |        |           |          |        | Diagnostic |
|             |         |        |         |        |           |          |        |            |
| Diagnostic  |         |        | 100.00% | 9      |           |          |        | Diagnostic |
| Diagnostic  |         |        |         |        |           |          |        | Diagnostic |

|  |   | PERCENT ACHIEVED   | PERCENT FLOW   |
|--|---|--|--|
|  |   | FLOW-THROUGH   | THROUGH  |
| CLEC AGGREGATE   |   |  |  |
| REGION ALL SERVICES  |   | 69.28%   | 77.39%   |
|  |   |  |  |
|  |   | FLOW-THROUGH %   |  |
| BST AGGREGATE  |   |  |  |
| REGION   |   |  |  |
| - RETAIL RESIDENCE   |   | 93.90%   |  |
| - RETAIL BUSINESS*   |   | TBD  |  |
|  |   |  |  |
| *NOTE: BellSouth is reinstituting the reporting of I<br>Public Service Commission. BellSouth currently h<br>Operating System (ROS) interface used by busine<br>service requests submitted from all sources, inclu<br>of an accurate report and will reflect this measure | as no way t<br>ss retail. Be<br>ding manu | o measure flow through<br>ellSouth retail reports cap<br>ally. BellSouth has initiat | for the Regional<br>oture all business<br>ed the development |
| or all accurate report and will reflect tine incasure  | as 30011 as                               | its acveropinent is comp   |  |
|  |   |  | nete   |
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| GREGATE ORDER TYPES |            |      |           |           |                     |                            |                       |                                |           |                            |                       |                           |             |                                    |                     |              |
|---------------------|------------|------|-----------|-----------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|--------------|
| Company Info        |            |      |           |           |                     | LSR PR                     | OCESSING              |                                |           |                            |                       |                           |             |                                    | FLOWT               | HROUGH       |
|                     |            |      |           |           |                     | L                          | ESOG                  |                                |           |                            |                       |                           |             |                                    |                     |              |
|                     |            | Me   | echanized | Interface | Used                | Manual                     | Rejects               |                                | Validated |                            | Errors                |                           |             |                                    |                     |              |
| Name                | RESH / OCN | LENS | EDI       | TAG       | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flow |
| #1                  |            | 4    | 0         | 0         | 4                   | 1                          | 2                     | 0                              | 1         | 0                          | 0                     | 0                         | 1           | 50.00%                             | 100.00%             | 100.00%      |
| #2                  |            | 435  | 0         | 0         | 435                 | 6                          | 30                    | 2                              | 397       | 77                         | 66                    | 11                        | 320         | 81.63%                             | 80.60%              | 82.90%       |
| #3                  |            | 108  | 0         | 0         | 108                 | 5                          | 10                    | 0                              | 93        | 2                          | 2                     | 0                         | 91          | 92.86%                             | 97.85%              | 97.85%       |
| #4                  |            | 17   | 0         | 0         | 17                  | 3                          | 2                     | 0                              | 12        | 1                          | 1                     | 0                         | 11          | 73.33%                             | 91.67%              | 91.67%       |
| #5                  |            | 1680 | 0         | 0         | 1680                | 154                        | 61                    | 2                              | 1463      | 57                         | 42                    | 15                        | 1406        | 87.77%                             | 96.10%              | 97.10%       |
| #6                  |            | 0    | 0         | 16        | 16                  | 4                          | 0                     | 0                              | 12        | 6                          | 3                     | 3                         | 6           | 46.15%                             | 50.00%              | 66.67%       |
| #7                  |            | 0    | 0         | 732       | 732                 | 94                         | 81                    | 6                              | 551       | 201                        | 176                   | 25                        | 350         | 56.45%                             | 63.52%              | 66.54%       |
| #8                  |            | 0    | 0         | 84        | 84                  | 4                          | 5                     | 2                              | 73        | 27                         | 19                    | 8                         | 46          | 66.67%                             | 63.01%              | 70.77%       |
| #9                  |            | 0    | 0         | 358       | 358                 | 61                         | 43                    | 6                              | 248       | 142                        | 89                    | 53                        | 106         | 41.41%                             | 42.74%              | 54.36%       |
| #10                 |            | 0    | 0         | 301       | 301                 | 55                         | 23                    | 2                              | 221       | 81                         | 70                    | 11                        | 140         | 52.83%                             | 63.35%              | 66.67%       |
| #11                 |            | 0    | 0         | 253       | 253                 | 27                         | 42                    | 2                              | 182       | 88                         | 67                    | 21                        | 94          | 50.00%                             | 51.65%              | 58.39%       |
| #12                 |            | 6    | 0         | 0         | 6                   | 0                          | 1                     | 0                              | 5         | 0                          | 0                     | 0                         | 5           | 100.00%                            | 100.00%             | 100.00%      |
| #13                 |            | 467  | 0         | 0         | 467                 | 43                         | 28                    | 7                              | 389       | 60                         | 45                    | 15                        | 329         | 78.90%                             | 84.58%              | 87.97%       |
| #14                 |            | 125  | 0         | 0         | 125                 | 10                         | 9                     | 3                              | 103       | 15                         | 14                    | 1                         | 88          | 78.57%                             | 85.44%              | 86.27%       |
| #15                 |            | 182  | 0         | 0         | 182                 | 31                         | 9                     | 3                              | 139       | 30                         | 24                    | 6                         | 109         | 66.46%                             | 78.42%              | 81.95%       |
| #16                 |            | 811  | 0         | 0         | 811                 | 102                        | 86                    | 15                             | 608       | 116                        | 77                    | 39                        | 492         | 73.32%                             | 80.92%              | 86.47%       |
| #17                 |            | 307  | 0         | 0         | 307                 | 51                         | 71                    | 13                             | 172       | 58                         | 50                    | 8                         | 114         | 53.02%                             | 66.28%              | 69.51%       |
| #18                 |            | 47   | 0         | 0         | 47                  | 13                         | 4                     | 0                              | 30        | 6                          | 5                     | 1                         | 24          | 57.14%                             | 80.00%              | 82.76%       |
| #19                 |            | 47   | 0         | 0         | 47                  | 1                          | 6                     | 0                              | 40        | 13                         | 12                    | 1                         | 27          | 67.50%                             | 67.50%              | 69.23%       |
| #20                 |            | 180  | 0         | 0         | 180                 | 21                         | 8                     | 4                              | 147       | 98                         | 84                    | 14                        | 49          | 31.82%                             | 33.33%              | 36.84%       |
| #21                 |            | 17   | 0         | 0         | 17                  | 0                          | 3                     | 2                              | 12        | 7                          | 6                     | 1                         | 5           | 45.45%                             | 41.67%              | 45.45%       |
| #22                 |            | 0    | 0         | 3         | 3                   | 0                          | 0                     | 1                              | 2         | 2                          | 1                     | 1                         | 0           | 0.00%                              | 0.00%               | 0.00%        |
| #23                 |            | 32   | 0         | 0         | 32                  | 7                          | 8                     | 0                              | 17        | 7                          | 3                     | 4                         | 10          | 50.00%                             | 58.82%              | 76.92%       |
| #24                 |            | 43   | 0         | 0         | 43                  | 2                          | 10                    | 0                              | 31        | 15                         | 7                     | 8                         | 16          | 64.00%                             | 51.61%              | 69.57%       |
| #25                 |            | 10   | 0         | 0         | 10                  | 0                          | 0                     | 3                              | 7         | 3                          | 2                     | 1                         | 4           | 66.67%                             | 57.14%              | 66.67%       |
| #26                 |            | 25   | 0         | 0         | 25                  | 0                          | 1                     | 1                              | 23        | 7                          | 5                     | 2                         | 16          | 76.19%                             | 69.57%              | 76.19%       |
| #27                 |            | 32   | 0         | 0         | 32                  | 0                          | 0                     | 11                             | 21        | 19                         | 14                    | 5                         | 2           | 12.50%                             | 9.52%               | 12.50%       |
| #28                 |            | 127  | 0         | 0         | 127                 | 2                          | 15                    | 8                              | 102       | 76                         | 24                    | 52                        | 26          | 50.00%                             | 25.49%              | 52.00%       |
| #29                 |            | 73   | 0         | 0         | 73                  | 3                          | 6                     | 1                              | 63        | 15                         | 13                    | 2                         | 48          | 75.00%                             | 76.19%              | 78.69%       |
| #30                 |            | 18   | 0         | 0         | 18                  | 0                          | 6                     | 0                              | 12        | 5                          | 5                     | 0                         | 7           | 58.33%                             | 58.33%              | 58.33%       |
| #31                 |            | 147  | 0         | 0         | 147                 | 42                         | 12                    | 5                              | 88        | 33                         | 28                    | 5                         | 55          | 44.00%                             | 62.50%              | 66.27%       |
| #32                 |            | 11   | 0         | 0         | 11                  | 1                          | 0                     | 0                              | 10        | 4                          | 4                     | 0                         | 6           | 54.55%                             | 60.00%              | 60.00%       |
| #33                 |            | 634  | 0         | 0         | 634                 | 61                         | 51                    | 28                             | 494       | 161                        | 143                   | 18                        | 333         | 62.01%                             | 67.41%              | 69.96%       |
| #34                 |            | 56   | 0         | 0         | 56                  | 4                          | 2                     | 0                              | 50        | 18                         | 13                    | 5                         | 32          | 65.31%                             | 64.00%              | 71.11%       |
| #35                 |            | 15   | 0         | 0         | 15                  | 4                          | 6                     | 0                              | 5         | 0                          | 0                     | 0                         | 5           | 55.56%                             | 100.00%             | 100.00%      |
| #36                 |            | 149  | 0         | 0         | 149                 | 11                         | 47                    | 1                              | 90        | 26                         | 19                    | 7                         | 64          | 68.09%                             | 71.11%              | 77.11%       |
| #37                 |            | 4    | 0         | 0         | 4                   | 0                          | 2                     | 0                              | 2         | 0                          | 0                     | 0                         | 2           | 100.00%                            | 100.00%             | 100.00%      |

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| GREGATE ORDER TYPES | i          |      |           |             |                     |                            |                       |                                |           |                            |                       |                           |             |                                    |                     |                         |
|---------------------|------------|------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|-------------------------|
| Company Info        |            |      |           |             |                     | LSR PR                     | OCESSING              |                                |           |                            |                       |                           |             |                                    | FLOWT               | HROUGH                  |
|                     |            |      |           |             |                     | L                          | ESOG                  |                                |           |                            |                       |                           |             |                                    |                     |                         |
|                     |            | Me   | echanized | Interface L | Jsed                | Manual                     | Rejects               |                                | Validated |                            | Errors                |                           |             |                                    |                     |                         |
| Name                | RESH / OCN | LENS | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flow<br>Through |
| #38                 |            | 22   | 0         | 0           | 22                  | 7                          | 2                     | 0                              | 13        | 10                         | 7                     | 3                         | 3           | 17.65%                             | 23.08%              | 30.00%                  |
| #39                 |            | 8    | 0         | 0           | 8                   | 0                          | 4                     | 0                              | 4         | 4                          | 4                     | 0                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #40                 |            | 0    | 228       | 0           | 228                 | 99                         | 48                    | 2                              | 79        | 22                         | 17                    | 5                         | 57          | 32.95%                             | 72.15%              | 77.03%                  |
| #41                 |            | 55   | 0         | 0           | 55                  | 5                          | 2                     | 0                              | 48        | 30                         | 25                    | 5                         | 18          | 37.50%                             | 37.50%              | 41.86%                  |
| #42                 |            | 117  | 0         | 0           | 117                 | 29                         | 3                     | 0                              | 85        | 11                         | 9                     | 2                         | 74          | 66.07%                             | 87.06%              | 89.16%                  |
| #43                 |            | 625  | 0         | 0           | 625                 | 60                         | 32                    | 0                              | 533       | 10                         | 10                    | 0                         | 523         | 88.20%                             | 98.12%              | 98.12%                  |
| #44                 |            | 0    | 17        | 0           | 17                  | 4                          | 1                     | 0                              | 12        | 4                          | 3                     | 1                         | 8           | 53.33%                             | 66.67%              | 72.73%                  |
| #45                 |            | 0    | 43        | 0           | 43                  | 19                         | 7                     | 0                              | 17        | 6                          | 3                     | 3                         | 11          | 33.33%                             | 64.71%              | 78.57%                  |
| #46                 |            | 0    | 4         | 0           | 4                   | 0                          | 1                     | 0                              | 3         | 0                          | 0                     | 0                         | 3           | 100.00%                            | 100.00%             | 100.00%                 |
| #47                 |            | 0    | 20        | 0           | 20                  | 8                          | 0                     | 5                              | 7         | 6                          | 6                     | 0                         | 1           | 6.67%                              | 14.29%              | 14.29%                  |
| #48                 |            | 0    | 203       | 0           | 203                 | 155                        | 13                    | 2                              | 33        | 9                          | 6                     | 3                         | 24          | 12.97%                             | 72.73%              | 80.00%                  |
| #49                 |            | 0    | 146       | 0           | 146                 | 81                         | 14                    | 3                              | 48        | 17                         | 12                    | 5                         | 31          | 25.00%                             | 64.58%              | 72.09%                  |
| #50                 |            | 2    | 0         | 0           | 2                   | 0                          | 1                     | 0                              | 1         | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%                 |
| #51                 |            | 51   | 0         | 0           | 51                  | 3                          | 25                    | 1                              | 22        | 10                         | 9                     | 1                         | 12          | 50.00%                             | 54.55%              | 57.14%                  |
| #52                 |            | 393  | 0         | 0           | 393                 | 28                         | 22                    | 0                              | 343       | 16                         | 10                    | 6                         | 327         | 89.59%                             | 95.34%              | 97.03%                  |
| #53                 |            | 693  | 0         | 0           | 693                 | 24                         | 15                    | 3                              | 651       | 64                         | 63                    | 1                         | 587         | 87.09%                             | 90.17%              | 90.31%                  |
| #54                 |            | 410  | 0         | 0           | 410                 | 36                         | 13                    | 4                              | 357       | 71                         | 68                    | 3                         | 286         | 73.33%                             | 80.11%              | 80.79%                  |
| #55                 |            | 387  | 0         | 0           | 387                 | 12                         | 16                    | 2                              | 357       | 146                        | 143                   | 3                         | 211         | 57.65%                             | 59.10%              | 59.60%                  |
| #56                 |            | 188  | 0         | 0           | 188                 | 4                          | 13                    | 1                              | 170       | 33                         | 27                    | 6                         | 137         | 81.55%                             | 80.59%              | 83.54%                  |
| #57                 |            | 117  | 0         | 0           | 117                 | 24                         | 8                     | 1                              | 84        | 10                         | 6                     | 4                         | 74          | 71.15%                             | 88.10%              | 92.50%                  |
| #58                 |            | 2103 | 0         | 0           | 2103                | 187                        | 85                    | 9                              | 1822      | 176                        | 133                   | 43                        | 1646        | 83.72%                             | 90.34%              | 92.52%                  |
| #59                 |            | 0    | 0         | 608         | 608                 | 7                          | 63                    | 0                              | 538       | 17                         | 12                    | 5                         | 521         | 96.48%                             | 96.84%              | 97.75%                  |
| #60                 |            | 459  | 0         | 0           | 459                 | 101                        | 55                    | 4                              | 299       | 48                         | 32                    | 16                        | 251         | 65.36%                             | 83.95%              | 88.69%                  |
| #61                 |            | 0    | 55        | 0           | 55                  | 2                          | 4                     | 0                              | 49        | 5                          | 4                     | 1                         | 44          | 88.00%                             | 89.80%              | 91.67%                  |
| #62                 |            | 169  | 0         | 0           | 169                 | 1                          | 2                     | 0                              | 166       | 102                        | 100                   | 2                         | 64          | 38.79%                             | 38.55%              | 39.02%                  |
| #63                 |            | 178  | 0         | 0           | 178                 | 11                         | 15                    | 0                              | 152       | 10                         | 9                     | 1                         | 142         | 87.65%                             | 93.42%              | 94.04%                  |
| #64                 |            | 0    | 0         | 1           | 1                   | 0                          | 0                     | 0                              | 1         | 1                          | 1                     | 0                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #65                 |            | 1602 | 0         | 0           | 1602                | 59                         | 134                   | 1                              | 1408      | 89                         | 79                    | 10                        | 1319        | 90.53%                             | 93.68%              | 94.35%                  |
| #66                 |            | 236  | 0         | 0           | 236                 | 38                         | 17                    | 10                             | 171       | 48                         | 44                    | 4                         | 123         | 60.00%                             | 71.93%              | 73.65%                  |
| #67                 |            | 169  | 0         | 0           | 169                 | 12                         | 12                    | 1                              | 144       | 22                         | 17                    | 5                         | 122         | 80.79%                             | 84.72%              | 87.77%                  |
| #68                 |            | 0    | 1         | 0           | 1                   | 1                          | 0                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #69                 |            | 56   | 0         | 0           | 56                  | 4                          | 5                     | 4                              | 43        | 6                          | 5                     | 1                         | 37          | 80.43%                             | 86.05%              | 88.10%                  |
| #70                 |            | 2204 | 0         | 0           | 2204                | 498                        | 208                   | 32                             | 1466      | 513                        | 428                   | 85                        | 953         | 50.72%                             | 65.01%              | 69.01%                  |
| #71                 |            | 7    | 0         | 0           | 7                   | 0                          | 2                     | 0                              | 5         | 0                          | 0                     | 0                         | 5           | 100.00%                            | 100.00%             | 100.00%                 |
| #72                 |            | 10   | 0         | 0           | 10                  | 1                          | 1                     | 0                              | 8         | 0                          | 0                     | 0                         | 8           | 88.89%                             | 100.00%             | 100.00%                 |
| #73                 |            | 983  | 0         | 0           | 983                 | 117                        | 70                    | 5                              | 791       | 103                        | 97                    | 6                         | 688         | 76.27%                             | 86.98%              | 87.64%                  |
| #74                 |            | 0    | 0         | 2           | 2                   | 0                          | 0                     | 0                              | 2         | 1                          | 0                     | 1                         | 1           | 100.00%                            | 50.00%              | 100.00%                 |

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| GREGATE ORDER TYPES |            |       |           |             |                     |                            |                       |                                |           |                            |                       |                           |             |                                    |                     |             |
|---------------------|------------|-------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|-------------|
| Company Info        |            |       |           |             |                     |                            | OCESSING              |                                |           |                            |                       |                           |             |                                    | FLOWT               | HROUGH      |
|                     |            |       |           |             |                     | LI                         | ESOG                  |                                |           |                            |                       |                           |             |                                    |                     |             |
|                     |            | Me    | echanized | Interface L | Jsed                | Manual                     | Rejects               |                                | Validated |                            | Errors                |                           |             |                                    |                     |             |
| Name                | RESH / OCN | LENS  | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flo |
| #75                 |            | 0     | 0         | 1168        | 1168                | 170                        | 178                   | 2                              | 818       | 369                        | 306                   | 63                        | 449         | 48.54%                             | 54.89%              | 59.47%      |
| #76                 |            | 0     | 0         | 826         | 826                 | 97                         | 104                   | 6                              | 619       | 239                        | 201                   | 38                        | 380         | 56.05%                             | 61.39%              | 65.40%      |
| #77                 |            | 0     | 0         | 8           | 8                   | 0                          | 1                     | 0                              | 7         | 4                          | 0                     | 4                         | 3           | 100.00%                            | 42.86%              | 100.00%     |
| #78                 |            | 0     | 0         | 1432        | 1432                | 237                        | 225                   | 11                             | 959       | 350                        | 276                   | 74                        | 609         | 54.28%                             | 63.50%              | 68.81%      |
| #79                 |            | 0     | 0         | 861         | 861                 | 115                        | 177                   | 17                             | 552       | 248                        | 200                   | 48                        | 304         | 49.11%                             | 55.07%              | 60.32%      |
| #80                 |            | 0     | 0         | 689         | 689                 | 102                        | 90                    | 13                             | 484       | 230                        | 176                   | 54                        | 254         | 47.74%                             | 52.48%              | 59.07%      |
| #81                 |            | 0     | 0         | 2           | 2                   | 0                          | 0                     | 0                              | 2         | 1                          | 0                     | 1                         | 1           | 100.00%                            | 50.00%              | 100.00%     |
| #82                 |            | 151   | 0         | 0           | 151                 | 32                         | 42                    | 1                              | 76        | 18                         | 6                     | 12                        | 58          | 60.42%                             | 76.32%              | 90.63%      |
| #83                 |            | 14    | 0         | 0           | 14                  | 0                          | 1                     | 0                              | 13        | 1                          | 1                     | 0                         | 12          | 92.31%                             | 92.31%              | 92.31%      |
| #84                 |            | 34    | 0         | 0           | 34                  | 8                          | 1                     | 0                              | 25        | 6                          | 6                     | 0                         | 19          | 57.58%                             | 76.00%              | 76.00%      |
| #85                 |            | 15    | 0         | 0           | 15                  | 0                          | 1                     | 0                              | 14        | 9                          | 9                     | 0                         | 5           | 35.71%                             | 35.71%              | 35.71%      |
| #86                 |            | 20    | 0         | 0           | 20                  | 0                          | 5                     | 0                              | 15        | 1                          | 1                     | 0                         | 14          | 93.33%                             | 93.33%              | 93.33%      |
| #87                 |            | 5     | 0         | 0           | 5                   | 0                          | 2                     | 0                              | 3         | 1                          | 1                     | 0                         | 2           | 66.67%                             | 66.67%              | 66.67%      |
| #88                 |            | 3     | 0         | 0           | 3                   | 0                          | 0                     | 0                              | 3         | 1                          | 1                     | 0                         | 2           | 66.67%                             | 66.67%              | 66.67%      |
| #89                 |            | 4     | 0         | 0           | 4                   | 0                          | 0                     | 0                              | 4         | 1                          | 1                     | 0                         | 3           | 75.00%                             | 75.00%              | 75.00%      |
| #90                 |            | 236   | 0         | 0           | 236                 | 4                          | 6                     | 0                              | 226       | 25                         | 19                    | 6                         | 201         | 89.73%                             | 88.94%              | 91.36%      |
| #91                 |            | 29424 | 0         | 0           | 29424               | 3204                       | 2320                  | 91                             | 23809     | 4437                       | 4173                  | 264                       | 19372       | 72.42%                             | 81.36%              | 82.28%      |
| #92                 |            | 17    | 0         | 0           | 17                  | 4                          | 1                     | 1                              | 11        | 6                          | 5                     | 1                         | 5           | 35.71%                             | 45.45%              | 50.00%      |
| #93                 |            | 117   | 0         | 0           | 117                 | 5                          | 18                    | 0                              | 94        | 10                         | 9                     | 1                         | 84          | 85.71%                             | 89.36%              | 90.32%      |
| #94                 |            | 0     | 537       | 0           | 537                 | 294                        | 120                   | 12                             | 111       | 56                         | 36                    | 20                        | 55          | 14.29%                             | 49.55%              | 60.44%      |
| #95                 |            | 0     | 150       | 0           | 150                 | 68                         | 21                    | 1                              | 60        | 11                         | 7                     | 4                         | 49          | 39.52%                             | 81.67%              | 87.50%      |
| #96                 |            | 2822  | 0         | 0           | 2822                | 1873                       | 71                    | 14                             | 864       | 215                        | 196                   | 19                        | 649         | 23.88%                             | 75.12%              | 76.80%      |
| #97                 |            | 1226  | 0         | 0           | 1226                | 360                        | 88                    | 19                             | 759       | 389                        | 334                   | 55                        | 370         | 34.77%                             | 48.75%              | 52.56%      |
| #98                 |            | 67    | 0         | 0           | 67                  | 6                          | 4                     | 0                              | 57        | 13                         | 12                    | 1                         | 44          | 70.97%                             | 77.19%              | 78.57%      |
| #99                 |            | 110   | 0         | 0           | 110                 | 5                          | 4                     | 0                              | 101       | 5                          | 5                     | 0                         | 96          | 90.57%                             | 95.05%              | 95.05%      |
| #100                |            | 1     | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1         | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%     |
| #101                |            | 9     | 0         | 0           | 9                   | 0                          | 1                     | 1                              | 7         | 4                          | 3                     | 1                         | 3           | 50.00%                             | 42.86%              | 50.00%      |
| #102                |            | 1     | 0         | 0           | 1                   | 0                          | 1                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                              | 0.00%               | 0.00%       |
| #103                |            | 3386  | 0         | 0           | 3386                | 396                        | 188                   | 19                             | 2783      | 650                        | 578                   | 72                        | 2133        | 68.65%                             | 76.64%              | 78.68%      |
| #104                |            | 725   | 0         | 0           | 725                 | 63                         | 47                    | 3                              | 612       | 52                         | 47                    | 5                         | 560         | 83.58%                             | 91.50%              | 92.26%      |
| #105                |            | 7     | 0         | 0           | 7                   | 0                          | 2                     | 0                              | 5         | 5                          | 0                     | 5                         | 0           | 0.00%                              | 0.00%               | 0.00%       |
| #106                |            | 0     | 47        | 0           | 47                  | 2                          | 16                    | 1                              | 28        | 10                         | 5                     | 5                         | 18          | 72.00%                             | 64.29%              | 78.26%      |
| #107                |            | 0     | 0         | 746         | 746                 | 77                         | 53                    | 8                              | 608       | 116                        | 71                    | 45                        | 492         | 76.88%                             | 80.92%              | 87.39%      |
| #108                |            | 0     | 0         | 2347        | 2347                | 280                        | 173                   | 49                             | 1845      | 420                        | 324                   | 96                        | 1425        | 70.23%                             | 77.24%              | 81.48%      |
| #109                |            | 6529  | 0         | 0           | 6529                | 259                        | 186                   | 17                             | 6067      | 805                        | 766                   | 39                        | 5262        | 83.70%                             | 86.73%              | 87.29%      |
| #110                |            | 14509 | 0         | 0           | 14509               | 320                        | 1453                  | 13                             | 12723     | 2594                       | 2549                  | 45                        | 10129       | 77.93%                             | 79.61%              | 79.89%      |
| #111                |            | 6     | 0         | 0           | 6                   | 1                          | 0                     | 0                              | 5         | 1                          | 1                     | 0                         | 4           | 66.67%                             | 80.00%              | 80.00%      |

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| GGREGATE ORDER TYPES | i          |      |           |             |                     |                            |                       |                                |           |                            |                       |                           |             |                                    |                     |                         |
|----------------------|------------|------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|-------------------------|
| Company Info         |            |      |           |             |                     | LSR PR                     | OCESSING              |                                |           |                            |                       |                           |             |                                    | FLOWT               | HROUGH                  |
|                      |            |      |           |             |                     | L                          | ESOG                  |                                |           |                            |                       |                           |             |                                    |                     |                         |
|                      |            | Me   | echanized | Interface l | Jsed                | Manual                     | Rejects               |                                | Validated |                            | Errors                |                           |             |                                    |                     |                         |
| Name                 | RESH / OCN | LENS | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flow<br>Through |
| #112                 |            | 7609 | 0         | 0           | 7609                | 805                        | 1558                  | 1                              | 5245      | 170                        | 100                   | 70                        | 5075        | 84.87%                             | 96.76%              | 98.07%                  |
| #113                 |            | 1114 | 0         | 0           | 1114                | 95                         | 48                    | 1                              | 970       | 48                         | 32                    | 16                        | 922         | 87.89%                             | 95.05%              | 96.65%                  |
| #114                 |            | 0    | 6018      | 0           | 6018                | 268                        | 1474                  | 3                              | 4273      | 1099                       | 938                   | 161                       | 3174        | 72.47%                             | 74.28%              | 77.19%                  |
| #115                 |            | 0    | 8780      | 0           | 8780                | 358                        | 2098                  | 4                              | 6320      | 1834                       | 1567                  | 267                       | 4486        | 69.97%                             | 70.98%              | 74.11%                  |
| #116                 |            | 195  | 0         | 0           | 195                 | 14                         | 14                    | 0                              | 167       | 20                         | 19                    | 1                         | 147         | 81.67%                             | 88.02%              | 88.55%                  |
| #117                 |            | 322  | 0         | 0           | 322                 | 16                         | 17                    | 3                              | 286       | 87                         | 83                    | 4                         | 199         | 66.78%                             | 69.58%              | 70.57%                  |
| #118                 |            | 109  | 0         | 0           | 109                 | 24                         | 7                     | 4                              | 74        | 23                         | 15                    | 8                         | 51          | 56.67%                             | 68.92%              | 77.27%                  |
| #119                 |            | 17   | 0         | 0           | 17                  | 4                          | 5                     | 0                              | 8         | 0                          | 0                     | 0                         | 8           | 66.67%                             | 100.00%             | 100.00%                 |
| #120                 |            | 525  | 0         | 0           | 525                 | 68                         | 46                    | 4                              | 407       | 101                        | 82                    | 19                        | 306         | 67.11%                             | 75.18%              | 78.87%                  |
| #121                 |            | 74   | 0         | 0           | 74                  | 4                          | 10                    | 3                              | 57        | 16                         | 14                    | 2                         | 41          | 69.49%                             | 71.93%              | 74.55%                  |
| #122                 |            | 3    | 0         | 0           | 3                   | 0                          | 0                     | 1                              | 2         | 1                          | 1                     | 0                         | 1           | 50.00%                             | 50.00%              | 50.00%                  |
| #123                 |            | 464  | 0         | 0           | 464                 | 50                         | 52                    | 1                              | 361       | 49                         | 42                    | 7                         | 312         | 77.23%                             | 86.43%              | 88.14%                  |
| #124                 |            | 74   | 0         | 0           | 74                  | 6                          | 8                     | 0                              | 60        | 2                          | 2                     | 0                         | 58          | 87.88%                             | 96.67%              | 96.67%                  |
| #125                 |            | 0    | 0         | 414         | 414                 | 17                         | 33                    | 0                              | 364       | 10                         | 10                    | 0                         | 354         | 92.91%                             | 97.25%              | 97.25%                  |
| #126                 |            | 29   | 0         | 0           | 29                  | 0                          | 3                     | 3                              | 23        | 1                          | 0                     | 1                         | 22          | 100.00%                            | 95.65%              | 100.00%                 |
| #127                 |            | 0    | 0         | 100         | 100                 | 28                         | 3                     | 0                              | 69        | 15                         | 12                    | 3                         | 54          | 57.45%                             | 78.26%              | 81.82%                  |
| #128                 |            | 8    | 0         | 0           | 8                   | 0                          | 1                     | 3                              | 4         | 3                          | 3                     | 0                         | 1           | 25.00%                             | 25.00%              | 25.00%                  |
| #129                 |            | 16   | 0         | 0           | 16                  | 0                          | 0                     | 0                              | 16        | 6                          | 6                     | 0                         | 10          | 62.50%                             | 62.50%              | 62.50%                  |
| #130                 |            | 22   | 0         | 0           | 22                  | 5                          | 2                     | 0                              | 15        | 0                          | 0                     | 0                         | 15          | 75.00%                             | 100.00%             | 100.00%                 |
| #131                 |            | 50   | 0         | 0           | 50                  | 5                          | 8                     | 2                              | 35        | 10                         | 7                     | 3                         | 25          | 67.57%                             | 71.43%              | 78.13%                  |
| #132                 |            | 0    | 0         | 51          | 51                  | 19                         | 9                     | 0                              | 23        | 5                          | 4                     | 1                         | 18          | 43.90%                             | 78.26%              | 81.82%                  |
| #133                 |            | 0    | 0         | 73          | 73                  | 19                         | 7                     | 0                              | 47        | 25                         | 20                    | 5                         | 22          | 36.07%                             | 46.81%              | 52.38%                  |
| #134                 |            | 116  | 0         | 0           | 116                 | 12                         | 14                    | 1                              | 89        | 13                         | 8                     | 5                         | 76          | 79.17%                             | 85.39%              | 90.48%                  |
| #135                 |            | 59   | 0         | 0           | 59                  | 21                         | 6                     | 1                              | 31        | 13                         | 13                    | 0                         | 18          | 34.62%                             | 58.06%              | 58.06%                  |
| #136                 |            | 61   | 0         | 0           | 61                  | 4                          | 2                     | 0                              | 55        | 6                          | 5                     | 1                         | 49          | 84.48%                             | 89.09%              | 90.74%                  |
| #137                 |            | 153  | 0         | 0           | 153                 | 24                         | 19                    | 3                              | 107       | 51                         | 34                    | 17                        | 56          | 49.12%                             | 52.34%              | 62.22%                  |
| #138                 |            | 83   | 0         | 0           | 83                  | 1                          | 3                     | 7                              | 72        | 61                         | 33                    | 28                        | 11          | 24.44%                             | 15.28%              | 25.00%                  |
| #139                 |            | 51   | 0         | 0           | 51                  | 3                          | 10                    | 2                              | 36        | 6                          | 4                     | 2                         | 30          | 81.08%                             | 83.33%              | 88.24%                  |
| #140                 |            | 270  | 0         | 0           | 270                 | 24                         | 33                    | 2                              | 211       | 27                         | 22                    | 5                         | 184         | 80.00%                             | 87.20%              | 89.32%                  |
| #141                 |            | 1805 | 0         | 0           | 1805                | 185                        | 225                   | 1                              | 1394      | 201                        | 144                   | 57                        | 1193        | 78.38%                             | 85.58%              | 89.23%                  |
| #142                 |            | 0    | 2336      | 0           | 2336                | 959                        | 255                   | 15                             | 1107      | 350                        | 223                   | 127                       | 757         | 39.04%                             | 68.38%              | 77.24%                  |
| #143                 |            | 226  | 0         | 0           | 226                 | 60                         | 25                    | 4                              | 137       | 41                         | 35                    | 6                         | 96          | 50.26%                             | 70.07%              | 73.28%                  |
| #144                 |            | 377  | 0         | 0           | 377                 | 42                         | 41                    | 1                              | 293       | 16                         | 7                     | 9                         | 277         | 84.97%                             | 94.54%              | 97.54%                  |
| #145                 |            | 481  | 0         | 0           | 481                 | 40                         | 32                    | 1                              | 408       | 37                         | 36                    | 1                         | 371         | 83.00%                             | 90.93%              | 91.15%                  |
| #146                 |            | 22   | 0         | 0           | 22                  | 2                          | 1                     | 0                              | 19        | 5                          | 4                     | 1                         | 14          | 70.00%                             | 73.68%              | 77.78%                  |
| #147                 |            | 8    | 0         | 0           | 8                   | 1                          | 1                     | 0                              | 6         | 0                          | 0                     | 0                         | 6           | 85.71%                             | 100.00%             | 100.00%                 |
| #148                 |            | 512  | 0         | 0           | 512                 | 49                         | 30                    | 12                             | 421       | 61                         | 55                    | 6                         | 360         | 77.59%                             | 85.51%              | 86.75%                  |

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| GGREGATE ORDER TYPES |            |      |           |             |                     |                            |                       |                                |           |                            |                       |                           |             |                                    |                     |                         |
|----------------------|------------|------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|-------------------------|
| Company Info         |            |      |           |             |                     | LSR PR                     | OCESSING              |                                |           |                            |                       |                           |             |                                    | FLOWT               | HROUGH                  |
|                      |            |      |           |             |                     | LI                         | ESOG                  |                                |           |                            |                       |                           |             |                                    |                     |                         |
|                      |            | Me   | echanized | Interface L | Jsed                | Manual                     | Rejects               |                                | Validated |                            | Errors                |                           |             |                                    |                     |                         |
| Name                 | RESH / OCN | LENS | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flov<br>Through |
| #149                 |            | 1415 | 0         | 0           | 1415                | 111                        | 61                    | 3                              | 1240      | 140                        | 121                   | 19                        | 1100        | 82.58%                             | 88.71%              | 90.09%                  |
| #150                 |            | 2    | 0         | 0           | 2                   | 0                          | 1                     | 0                              | 1         | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%                 |
| #151                 |            | 41   | 0         | 0           | 41                  | 2                          | 3                     | 0                              | 36        | 9                          | 9                     | 0                         | 27          | 71.05%                             | 75.00%              | 75.00%                  |
| #152                 |            | 6906 | 0         | 0           | 6906                | 158                        | 498                   | 5                              | 6245      | 648                        | 520                   | 128                       | 5597        | 89.20%                             | 89.62%              | 91.50%                  |
| #153                 |            | 3859 | 0         | 0           | 3859                | 313                        | 206                   | 18                             | 3322      | 706                        | 674                   | 32                        | 2616        | 72.61%                             | 78.75%              | 79.51%                  |
| #154                 |            | 0    | 67        | 0           | 67                  | 36                         | 24                    | 3                              | 4         | 2                          | 1                     | 1                         | 2           | 5.13%                              | 50.00%              | 66.67%                  |
| #155                 |            | 1    | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1         | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%                 |
| #156                 |            | 21   | 0         | 0           | 21                  | 6                          | 1                     | 0                              | 14        | 3                          | 3                     | 0                         | 11          | 55.00%                             | 78.57%              | 78.57%                  |
| #157                 |            | 8    | 0         | 0           | 8                   | 3                          | 1                     | 0                              | 4         | 0                          | 0                     | 0                         | 4           | 57.14%                             | 100.00%             | 100.00%                 |
| #158                 |            | 3    | 0         | 0           | 3                   | 1                          | 0                     | 0                              | 2         | 0                          | 0                     | 0                         | 2           | 66.67%                             | 100.00%             | 100.00%                 |
| #159                 |            | 1    | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1         | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%                 |
| #160                 |            | 2    | 0         | 0           | 2                   | 0                          | 2                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #161                 |            | 85   | 0         | 0           | 85                  | 21                         | 8                     | 1                              | 55        | 20                         | 17                    | 3                         | 35          | 47.95%                             | 63.64%              | 67.31%                  |
| #162                 |            | 334  | 0         | 0           | 334                 | 31                         | 9                     | 2                              | 292       | 12                         | 7                     | 5                         | 280         | 88.05%                             | 95.89%              | 97.56%                  |
| #163                 |            | 1382 | 0         | 0           | 1382                | 156                        | 104                   | 2                              | 1120      | 51                         | 41                    | 10                        | 1069        | 84.44%                             | 95.45%              | 96.31%                  |
| #164                 |            | 112  | 0         | 0           | 112                 | 30                         | 13                    | 0                              | 69        | 14                         | 13                    | 1                         | 55          | 56.12%                             | 79.71%              | 80.88%                  |
| #165                 |            | 128  | 0         | 0           | 128                 | 40                         | 25                    | 2                              | 61        | 27                         | 16                    | 11                        | 34          | 37.78%                             | 55.74%              | 68.00%                  |
| #166                 |            | 162  | 0         | 0           | 162                 | 24                         | 16                    | 1                              | 121       | 39                         | 36                    | 3                         | 82          | 57.75%                             | 67.77%              | 69.49%                  |
| #167                 |            | 14   | 0         | 0           | 14                  | 0                          | 1                     | 0                              | 13        | 0                          | 0                     | 0                         | 13          | 100.00%                            | 100.00%             | 100.00%                 |
| #168                 |            | 28   | 0         | 0           | 28                  | 0                          | 0                     | 0                              | 28        | 12                         | 11                    | 1                         | 16          | 59.26%                             | 57.14%              | 59.26%                  |
| #169                 |            | 9    | 0         | 0           | 9                   | 3                          | 1                     | 0                              | 5         | 0                          | 0                     | 0                         | 5           | 62.50%                             | 100.00%             | 100.00%                 |
| #170                 |            | 7    | 0         | 0           | 7                   | 0                          | 2                     | 1                              | 4         | 1                          | 0                     | 1                         | 3           | 100.00%                            | 75.00%              | 100.00%                 |
| #171                 |            | 197  | 0         | 0           | 197                 | 18                         | 9                     | 0                              | 170       | 20                         | 15                    | 5                         | 150         | 81.97%                             | 88.24%              | 90.91%                  |
| #172                 |            | 1693 | 0         | 0           | 1693                | 120                        | 81                    | 1                              | 1491      | 68                         | 48                    | 20                        | 1423        | 89.44%                             | 95.44%              | 96.74%                  |
| #173                 |            | 28   | 0         | 0           | 28                  | 6                          | 5                     | 1                              | 16        | 2                          | 2                     | 0                         | 14          | 63.64%                             | 87.50%              | 87.50%                  |
| #174                 |            | 737  | 0         | 0           | 737                 | 76                         | 16                    | 5                              | 640       | 83                         | 82                    | 1                         | 557         | 77.90%                             | 87.03%              | 87.17%                  |
| #175                 |            | 635  | 0         | 0           | 635                 | 54                         | 109                   | 2                              | 470       | 32                         | 19                    | 13                        | 438         | 85.71%                             | 93.19%              | 95.84%                  |
| #176                 |            | 1686 | 0         | 0           | 1686                | 164                        | 128                   | 2                              | 1392      | 87                         | 68                    | 19                        | 1305        | 84.91%                             | 93.75%              | 95.05%                  |
| #177                 |            | 339  | 0         | 0           | 339                 | 12                         | 24                    | 1                              | 302       | 48                         | 47                    | 1                         | 254         | 81.15%                             | 84.11%              | 84.39%                  |
| #178                 |            | 502  | 0         | 0           | 502                 | 47                         | 58                    | 4                              | 393       | 23                         | 20                    | 3                         | 370         | 84.67%                             | 94.15%              | 94.87%                  |
| #179                 |            | 0    | 4021      | 0           | 4021                | 141                        | 958                   | 1                              | 2921      | 662                        | 559                   | 103                       | 2259        | 76.34%                             | 77.34%              | 80.16%                  |
| #180                 |            | 113  | 0         | 0           | 113                 | 6                          | 16                    | 1                              | 90        | 28                         | 27                    | 1                         | 62          | 65.26%                             | 68.89%              | 69.66%                  |
| #181                 |            | 77   | 0         | 0           | 77                  | 5                          | 4                     | 0                              | 68        | 6                          | 5                     | 1                         | 62          | 86.11%                             | 91.18%              | 92.54%                  |
| #182                 |            | 1    | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1         | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%                 |
| #183                 |            | 26   | 0         | 0           | 26                  | 1                          | 2                     | 0                              | 23        | 5                          | 5                     | 0                         | 18          | 75.00%                             | 78.26%              | 78.26%                  |
| #184                 |            | 1642 | 0         | 0           | 1642                | 102                        | 89                    | 3                              | 1448      | 90                         | 76                    | 14                        | 1358        | 88.41%                             | 93.78%              | 94.70%                  |
| #185                 |            | 0    | 0         | 836         | 836                 | 5                          | 38                    | 0                              | 793       | 72                         | 71                    | 1                         | 721         | 90.46%                             | 90.92%              | 91.04%                  |

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| GREGATE ORDER TYPES |            |      |           |             |                     |                            |                       |                                |           |                            |                       |                           |             |                                    |                     |                         |
|---------------------|------------|------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|-------------------------|
| Company Info        |            |      |           |             |                     | LSR PR                     | OCESSING              |                                |           |                            |                       |                           |             |                                    | FLOWT               | HROUGH                  |
|                     |            |      |           |             |                     | LESOG                      |                       |                                |           |                            |                       |                           |             |                                    |                     |                         |
|                     |            | Me   | echanized | Interface L | Jsed                | Manual                     | Rejects               |                                | Validated |                            | Errors                |                           |             |                                    |                     |                         |
| Name                | RESH / OCN | LENS | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flow<br>Through |
| #186                |            | 47   | 0         | 0           | 47                  | 1                          | 2                     | 1                              | 43        | 11                         | 9                     | 2                         | 32          | 76.19%                             | 74.42%              | 78.05%                  |
| #187                |            | 995  | 0         | 0           | 995                 | 60                         | 32                    | 6                              | 897       | 72                         | 69                    | 3                         | 825         | 86.48%                             | 91.97%              | 92.28%                  |
| #188                |            | 0    | 0         | 905         | 905                 | 113                        | 6                     | 89                             | 697       | 433                        | 365                   | 68                        | 264         | 35.58%                             | 37.88%              | 41.97%                  |
| #189                |            | 74   | 0         | 0           | 74                  | 10                         | 20                    | 1                              | 43        | 4                          | 3                     | 1                         | 39          | 75.00%                             | 90.70%              | 92.86%                  |
| #190                |            | 480  | 0         | 0           | 480                 | 50                         | 35                    | 3                              | 392       | 70                         | 59                    | 11                        | 322         | 74.71%                             | 82.14%              | 84.51%                  |
| #191                |            | 0    | 0         | 1           | 1                   | 0                          | 1                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #192                |            | 173  | 0         | 0           | 173                 | 18                         | 8                     | 0                              | 147       | 13                         | 8                     | 5                         | 134         | 83.75%                             | 91.16%              | 94.37%                  |
| #193                |            | 1124 | 0         | 0           | 1124                | 127                        | 159                   | 0                              | 838       | 27                         | 23                    | 4                         | 811         | 84.39%                             | 96.78%              | 97.24%                  |
| #194                |            | 3543 | 0         | 0           | 3543                | 428                        | 267                   | 35                             | 2813      | 179                        | 117                   | 62                        | 2634        | 82.86%                             | 93.64%              | 95.75%                  |
| #195                |            | 0    | 0         | 133         | 133                 | 46                         | 40                    | 1                              | 46        | 8                          | 4                     | 4                         | 38          | 43.18%                             | 82.61%              | 90.48%                  |
| #196                |            | 0    | 0         | 14          | 14                  | 3                          | 5                     | 0                              | 6         | 1                          | 0                     | 1                         | 5           | 62.50%                             | 83.33%              | 100.00%                 |
| #197                |            | 0    | 0         | 21          | 21                  | 2                          | 6                     | 1                              | 12        | 1                          | 1                     | 0                         | 11          | 78.57%                             | 91.67%              | 91.67%                  |
| #198                |            | 0    | 0         | 17          | 17                  | 3                          | 1                     | 1                              | 12        | 7                          | 2                     | 5                         | 5           | 50.00%                             | 41.67%              | 71.43%                  |
| #199                |            | 0    | 0         | 17          | 17                  | 4                          | 4                     | 0                              | 9         | 5                          | 3                     | 2                         | 4           | 36.36%                             | 44.44%              | 57.14%                  |
| #200                |            | 0    | 0         | 26          | 26                  | 12                         | 0                     | 0                              | 14        | 4                          | 3                     | 1                         | 10          | 40.00%                             | 71.43%              | 76.92%                  |
| #201                |            | 122  | 0         | 0           | 122                 | 15                         | 33                    | 3                              | 71        | 14                         | 8                     | 6                         | 57          | 71.25%                             | 80.28%              | 87.69%                  |
| #202                |            | 25   | 0         | 0           | 25                  | 0                          | 1                     | 0                              | 24        | 1                          | 0                     | 1                         | 23          | 100.00%                            | 95.83%              | 100.00%                 |
| #203                |            | 31   | 0         | 0           | 31                  | 2                          | 3                     | 0                              | 26        | 5                          | 1                     | 4                         | 21          | 87.50%                             | 80.77%              | 95.45%                  |
| #204                |            | 28   | 0         | 0           | 28                  | 4                          | 2                     | 0                              | 22        | 2                          | 1                     | 1                         | 20          | 80.00%                             | 90.91%              | 95.24%                  |
| #205                |            | 48   | 0         | 0           | 48                  | 20                         | 10                    | 0                              | 18        | 8                          | 6                     | 2                         | 10          | 27.78%                             | 55.56%              | 62.50%                  |
| #206                |            | 42   | 0         | 0           | 42                  | 2                          | 8                     | 1                              | 31        | 10                         | 6                     | 4                         | 21          | 72.41%                             | 67.74%              | 77.78%                  |
| #207                |            | 0    | 0         | 157         | 157                 | 3                          | 15                    | 0                              | 139       | 24                         | 20                    | 4                         | 115         | 83.33%                             | 82.73%              | 85.19%                  |
| #208                |            | 8    | 0         | 0           | 8                   | 0                          | 0                     | 0                              | 8         | 2                          | 2                     | 0                         | 6           | 75.00%                             | 75.00%              | 75.00%                  |
| #209                |            | 854  | 0         | 0           | 854                 | 67                         | 22                    | 5                              | 760       | 85                         | 75                    | 10                        | 675         | 82.62%                             | 88.82%              | 90.00%                  |
| #210                |            | 141  | 0         | 0           | 141                 | 10                         | 0                     | 0                              | 131       | 6                          | 6                     | 0                         | 125         | 88.65%                             | 95.42%              | 95.42%                  |
| #211                |            | 6    | 0         | 0           | 6                   | 2                          | 0                     | 0                              | 4         | 0                          | 0                     | 0                         | 4           | 66.67%                             | 100.00%             | 100.00%                 |
| #212                |            | 6    | 0         | 0           | 6                   | 0                          | 0                     | 0                              | 6         | 1                          | 1                     | 0                         | 5           | 83.33%                             | 83.33%              | 83.33%                  |
| #213                |            | 0    | 0         | 1636        | 1636                | 28                         | 166                   | 0                              | 1442      | 73                         | 58                    | 15                        | 1369        | 94.09%                             | 94.94%              | 95.94%                  |
| #214                |            | 165  | 0         | 0           | 165                 | 10                         | 12                    | 3                              | 140       | 10                         | 5                     | 5                         | 130         | 89.66%                             | 92.86%              | 96.30%                  |
| #215                |            | 189  | 0         | 0           | 189                 | 11                         | 10                    | 0                              | 168       | 26                         | 24                    | 2                         | 142         | 80.23%                             | 84.52%              | 85.54%                  |
| #216                |            | 108  | 0         | 0           | 108                 | 23                         | 24                    | 0                              | 61        | 9                          | 6                     | 3                         | 52          | 64.20%                             | 85.25%              | 89.66%                  |
| #217                |            | 5305 | 0         | 0           | 5305                | 388                        | 767                   | 17                             | 4133      | 2080                       | 237                   | 1843                      | 2053        | 76.66%                             | 49.67%              | 89.65%                  |
| #218                |            | 52   | 0         | 0           | 52                  | 7                          | 2                     | 0                              | 43        | 12                         | 7                     | 5                         | 31          | 68.89%                             | 72.09%              | 81.58%                  |
| #219                |            | 14   | 0         | 0           | 14                  | 3                          | 2                     | 0                              | 9         | 2                          | 2                     | 0                         | 7           | 58.33%                             | 77.78%              | 77.78%                  |
| #220                |            | 3005 | 0         | 0           | 3005                | 182                        | 404                   | 4                              | 2415      | 166                        | 144                   | 22                        | 2249        | 87.34%                             | 93.13%              | 93.98%                  |
| #221                |            | 0    | 0         | 145         | 145                 | 51                         | 33                    | 3                              | 58        | 41                         | 36                    | 5                         | 17          | 16.35%                             | 29.31%              | 32.08%                  |
| #222                |            | 8185 | 0         | 0           | 8185                | 1420                       | 540                   | 130                            | 6095      | 2049                       | 1908                  | 141                       | 4046        | 54.87%                             | 66.38%              | 67.95%                  |

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| AGGREGATE ORDER TYPES |            |      |           |             |                     |                            |                       |                                |           |                            |                       |                           |             |                                    |                     |                         |
|-----------------------|------------|------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|-------------------------|
| Company Info          |            |      |           |             |                     | LSR PR                     | OCESSING              |                                |           |                            |                       |                           |             |                                    | FLOWT               | HROUGH                  |
|                       |            |      |           |             |                     | LESOG                      |                       |                                |           |                            |                       |                           |             |                                    |                     |                         |
|                       |            | Me   | echanized | Interface U | Jsed                | Manual                     | Rejects               |                                | Validated |                            | Errors                |                           |             |                                    |                     |                         |
| Name                  | RESH / OCN | LENS | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flow<br>Through |
| #223                  |            | 4    | 0         | 0           | 4                   | 2                          | 0                     | 0                              | 2         | 0                          | 0                     | 0                         | 2           | 50.00%                             | 100.00%             | 100.00%                 |
| #224                  |            | 10   | 0         | 0           | 10                  | 2                          | 3                     | 1                              | 4         | 1                          | 0                     | 1                         | 3           | 60.00%                             | 75.00%              | 100.00%                 |
| #225                  |            | 1    | 0         | 0           | 1                   | 1                          | 0                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #226                  |            | 1    | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1         | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%                 |
| #227                  |            | 0    | 0         | 4213        | 4213                | 75                         | 88                    | 21                             | 4029      | 672                        | 625                   | 47                        | 3357        | 82.75%                             | 83.32%              | 84.30%                  |
| #228                  |            | 8867 | 0         | 0           | 8867                | 740                        | 337                   | 3                              | 7787      | 1052                       | 1020                  | 32                        | 6735        | 79.28%                             | 86.49%              | 86.85%                  |
| #229                  |            | 56   | 0         | 0           | 56                  | 3                          | 5                     | 0                              | 48        | 3                          | 2                     | 1                         | 45          | 90.00%                             | 93.75%              | 95.74%                  |
| #230                  |            | 68   | 0         | 0           | 68                  | 16                         | 7                     | 0                              | 45        | 11                         | 7                     | 4                         | 34          | 59.65%                             | 75.56%              | 82.93%                  |
| #231                  |            | 312  | 0         | 0           | 312                 | 10                         | 49                    | 2                              | 251       | 22                         | 19                    | 3                         | 229         | 88.76%                             | 91.24%              | 92.34%                  |
| #232                  |            | 0    | 0         | 27          | 27                  | 20                         | 1                     | 2                              | 4         | 1                          | 1                     | 0                         | 3           | 12.50%                             | 75.00%              | 75.00%                  |
| #233                  |            | 43   | 0         | 0           | 43                  | 7                          | 3                     | 0                              | 33        | 15                         | 14                    | 1                         | 18          | 46.15%                             | 54.55%              | 56.25%                  |
| #234                  |            | 0    | 0         | 4           | 4                   | 1                          | 0                     | 0                              | 3         | 2                          | 2                     | 0                         | 1           | 25.00%                             | 33.33%              | 33.33%                  |
| #235                  |            | 8    | 0         | 0           | 8                   | 1                          | 0                     | 0                              | 7         | 6                          | 4                     | 2                         | 1           | 16.67%                             | 14.29%              | 20.00%                  |
| #236                  |            | 2    | 0         | 0           | 2                   | 0                          | 0                     | 0                              | 2         | 0                          | 0                     | 0                         | 2           | 100.00%                            | 100.00%             | 100.00%                 |
| #237                  |            | 748  | 0         | 0           | 748                 | 52                         | 53                    | 7                              | 636       | 374                        | 276                   | 98                        | 262         | 44.41%                             | 41.19%              | 48.70%                  |
| #238                  |            | 70   | 0         | 0           | 70                  | 3                          | 2                     | 0                              | 65        | 1                          | 0                     | 1                         | 64          | 95.52%                             | 98.46%              | 100.00%                 |
| #239                  |            | 2    | 0         | 0           | 2                   | 0                          | 1                     | 0                              | 1         | 1                          | 0                     | 1                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #240                  |            | 0    | 0         | 4           | 4                   | 0                          | 1                     | 0                              | 3         | 2                          | 1                     | 1                         | 1           | 50.00%                             | 33.33%              | 50.00%                  |
| #241                  |            | 5    | 0         | 0           | 5                   | 1                          | 0                     | 0                              | 4         | 2                          | 2                     | 0                         | 2           | 40.00%                             | 50.00%              | 50.00%                  |
| #242                  |            | 0    | 0         | 5           | 5                   | 0                          | 0                     | 1                              | 4         | 1                          | 1                     | 0                         | 3           | 75.00%                             | 75.00%              | 75.00%                  |
| #243                  |            | 0    | 0         | 1           | 1                   | 0                          | 0                     | 0                              | 1         | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%                 |
| #244                  |            | 0    | 0         | 25          | 25                  | 0                          | 2                     | 4                              | 19        | 13                         | 11                    | 2                         | 6           | 35.29%                             | 31.58%              | 35.29%                  |
| #245                  |            | 0    | 0         | 2           | 2                   | 0                          | 0                     | 0                              | 2         | 1                          | 0                     | 1                         | 1           | 100.00%                            | 50.00%              | 100.00%                 |
| #246                  |            | 66   | 0         | 0           | 66                  | 20                         | 3                     | 3                              | 40        | 7                          | 5                     | 2                         | 33          | 56.90%                             | 82.50%              | 86.84%                  |
| #247                  |            | 0    | 0         | 3776        | 3776                | 11                         | 457                   | 50                             | 3258      | 1349                       | 1087                  | 262                       | 1909        | 63.49%                             | 58.59%              | 63.72%                  |
| #248                  |            | 1    | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1         | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%                 |
| #249                  |            | 12   | 0         | 0           | 12                  | 1                          | 1                     | 0                              | 10        | 3                          | 2                     | 1                         | 7           | 70.00%                             | 70.00%              | 77.78%                  |
| #250                  |            | 87   | 0         | 0           | 87                  | 7                          | 11                    | 1                              | 68        | 25                         | 18                    | 7                         | 43          | 63.24%                             | 63.24%              | 70.49%                  |
| #251                  |            | 0    | 0         | 2           | 2                   | 0                          | 0                     | 0                              | 2         | 1                          | 0                     | 1                         | 1           | 100.00%                            | 50.00%              | 100.00%                 |
| #252                  |            | 1873 | 0         | 0           | 1873                | 137                        | 173                   | 10                             | 1553      | 132                        | 85                    | 47                        | 1421        | 86.49%                             | 91.50%              | 94.36%                  |
| #253                  |            | 2175 | 0         | 0           | 2175                | 214                        | 226                   | 42                             | 1693      | 338                        | 194                   | 144                       | 1355        | 76.86%                             | 80.04%              | 87.48%                  |
| #254                  |            | 312  | 0         | 0           | 312                 | 55                         | 35                    | 2                              | 220       | 47                         | 32                    | 15                        | 173         | 66.54%                             | 78.64%              | 84.39%                  |
| #255                  |            | 338  | 0         | 0           | 338                 | 49                         | 14                    | 2                              | 273       | 42                         | 38                    | 4                         | 231         | 72.64%                             | 84.62%              | 85.87%                  |
| #256                  |            | 0    | 0         | 19          | 19                  | 14                         | 1                     | 1                              | 3         | 2                          | 0                     | 2                         | 1           | 6.67%                              | 33.33%              | 100.00%                 |
| #257                  |            | 0    | 0         | 12          | 12                  | 9                          | 1                     | 0                              | 2         | 0                          | 0                     | 0                         | 2           | 18.18%                             | 100.00%             | 100.00%                 |
| #258                  |            | 0    | 0         | 5           | 5                   | 5                          | 0                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #259                  |            | 144  | 0         | 0           | 144                 | 39                         | 46                    | 0                              | 59        | 22                         | 14                    | 8                         | 37          | 41.11%                             | 62.71%              | 72.55%                  |

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| GGREGATE ORDER TYPES |            |      |             |             |                     |                            |                       |                                |           |                            |                       |                           |             |                                    |                     |                         |
|----------------------|------------|------|-------------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|-------------------------|
| Company Info         |            |      |             |             |                     | LSR PR                     | OCESSING              |                                |           |                            |                       |                           |             |                                    | FLOWT               | HROUGH                  |
|                      |            |      |             |             |                     | L                          | ESOG                  |                                |           |                            |                       |                           |             |                                    |                     |                         |
|                      |            | Me   | echanized l | Interface l | Jsed                | Manual                     | Rejects               |                                | Validated |                            | Errors                |                           |             |                                    |                     |                         |
| Name                 | RESH / OCN | LENS | EDI         | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flow<br>Through |
| #260                 |            | 24   | 0           | 0           | 24                  | 11                         | 2                     | 0                              | 11        | 4                          | 2                     | 2                         | 7           | 35.00%                             | 63.64%              | 77.78%                  |
| #261                 |            | 6    | 0           | 0           | 6                   | 0                          | 0                     | 1                              | 5         | 3                          | 2                     | 1                         | 2           | 50.00%                             | 40.00%              | 50.00%                  |
| #262                 |            | 124  | 0           | 0           | 124                 | 24                         | 18                    | 0                              | 82        | 27                         | 19                    | 8                         | 55          | 56.12%                             | 67.07%              | 74.32%                  |
| #263                 |            | 3    | 0           | 0           | 3                   | 1                          | 0                     | 0                              | 2         | 1                          | 1                     | 0                         | 1           | 33.33%                             | 50.00%              | 50.00%                  |
| #264                 |            | 15   | 0           | 0           | 15                  | 1                          | 7                     | 0                              | 7         | 6                          | 4                     | 2                         | 1           | 16.67%                             | 14.29%              | 20.00%                  |
| #265                 |            | 19   | 0           | 0           | 19                  | 6                          | 2                     | 1                              | 10        | 6                          | 3                     | 3                         | 4           | 30.77%                             | 40.00%              | 57.14%                  |
| #266                 |            | 105  | 0           | 0           | 105                 | 5                          | 21                    | 0                              | 79        | 14                         | 12                    | 2                         | 65          | 79.27%                             | 82.28%              | 84.42%                  |
| #267                 |            | 393  | 0           | 0           | 393                 | 65                         | 47                    | 2                              | 279       | 96                         | 66                    | 30                        | 183         | 58.28%                             | 65.59%              | 73.49%                  |
| #268                 |            | 44   | 0           | 0           | 44                  | 9                          | 7                     | 4                              | 24        | 6                          | 4                     | 2                         | 18          | 58.06%                             | 75.00%              | 81.82%                  |
| #269                 |            | 11   | 0           | 0           | 11                  | 0                          | 0                     | 3                              | 8         | 1                          | 1                     | 0                         | 7           | 87.50%                             | 87.50%              | 87.50%                  |
| #270                 |            | 302  | 0           | 0           | 302                 | 17                         | 29                    | 0                              | 256       | 39                         | 35                    | 4                         | 217         | 80.67%                             | 84.77%              | 86.11%                  |
| #271                 |            | 0    | 28842       | 0           | 28842               | 1043                       | 3263                  | 24                             | 24512     | 9365                       | 7572                  | 1793                      | 15147       | 63.74%                             | 61.79%              | 66.67%                  |
| #272                 |            | 20   | 0           | 0           | 20                  | 2                          | 4                     | 1                              | 13        | 11                         | 8                     | 3                         | 2           | 16.67%                             | 15.38%              | 20.00%                  |
| #273                 |            | 4    | 0           | 0           | 4                   | 0                          | 0                     | 0                              | 4         | 4                          | 2                     | 2                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #274                 |            | 0    | 2164        | 0           | 2164                | 235                        | 136                   | 0                              | 1793      | 269                        | 210                   | 59                        | 1524        | 77.40%                             | 85.00%              | 87.89%                  |
| #275                 |            | 0    | 9989        | 0           | 9989                | 381                        | 1843                  | 0                              | 7765      | 2205                       | 1369                  | 836                       | 5560        | 76.06%                             | 71.60%              | 80.24%                  |
| #276                 |            | 74   | 0           | 0           | 74                  | 10                         | 7                     | 1                              | 56        | 11                         | 8                     | 3                         | 45          | 71.43%                             | 80.36%              | 84.91%                  |
| #277                 |            | 840  | 0           | 0           | 840                 | 178                        | 142                   | 1                              | 519       | 30                         | 24                    | 6                         | 489         | 70.77%                             | 94.22%              | 95.32%                  |
| #278                 |            | 89   | 0           | 0           | 89                  | 10                         | 11                    | 0                              | 68        | 29                         | 18                    | 11                        | 39          | 58.21%                             | 57.35%              | 68.42%                  |
| #279                 |            | 9    | 0           | 0           | 9                   | 5                          | 1                     | 0                              | 3         | 2                          | 1                     | 1                         | 1           | 14.29%                             | 33.33%              | 50.00%                  |
| #280                 |            | 57   | 0           | 0           | 57                  | 4                          | 10                    | 1                              | 42        | 9                          | 9                     | 0                         | 33          | 71.74%                             | 78.57%              | 78.57%                  |
| #281                 |            | 149  | 0           | 0           | 149                 | 21                         | 25                    | 8                              | 95        | 26                         | 22                    | 4                         | 69          | 61.61%                             | 72.63%              | 75.82%                  |
| #282                 |            | 137  | 0           | 0           | 137                 | 13                         | 11                    | 0                              | 113       | 45                         | 41                    | 4                         | 68          | 55.74%                             | 60.18%              | 62.39%                  |
| #283                 |            | 160  | 0           | 0           | 160                 | 8                          | 16                    | 0                              | 136       | 30                         | 26                    | 4                         | 106         | 75.71%                             | 77.94%              | 80.30%                  |
| #284                 |            | 0    | 0           | 23          | 23                  | 1                          | 0                     | 0                              | 22        | 5                          | 3                     | 2                         | 17          | 80.95%                             | 77.27%              | 85.00%                  |
| #285                 |            | 19   | 0           | 0           | 19                  | 4                          | 0                     | 1                              | 14        | 1                          | 1                     | 0                         | 13          | 72.22%                             | 92.86%              | 92.86%                  |
| #286                 |            | 9    | 0           | 0           | 9                   | 4                          | 1                     | 0                              | 4         | 4                          | 3                     | 1                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #287                 |            | 38   | 0           | 0           | 38                  | 2                          | 3                     | 0                              | 33        | 1                          | 1                     | 0                         | 32          | 91.43%                             | 96.97%              | 96.97%                  |
| #288                 |            | 18   | 0           | 0           | 18                  | 4                          | 0                     | 0                              | 14        | 2                          | 2                     | 0                         | 12          | 66.67%                             | 85.71%              | 85.71%                  |
| #289                 |            | 31   | 0           | 0           | 31                  | 5                          | 1                     | 0                              | 25        | 1                          | 1                     | 0                         | 24          | 80.00%                             | 96.00%              | 96.00%                  |
| #290                 |            | 261  | 0           | 0           | 261                 | 48                         | 18                    | 20                             | 175       | 141                        | 116                   | 25                        | 34          | 17.17%                             | 19.43%              | 22.67%                  |
| #291                 |            | 675  | 0           | 0           | 675                 | 56                         | 47                    | 6                              | 566       | 213                        | 165                   | 48                        | 353         | 61.50%                             | 62.37%              | 68.15%                  |
| #292                 |            | 2184 | 0           | 0           | 2184                | 248                        | 214                   | 18                             | 1704      | 618                        | 476                   | 142                       | 1086        | 60.00%                             | 63.73%              | 69.53%                  |
| #293                 |            | 80   | 0           | 0           | 80                  | 0                          | 30                    | 3                              | 47        | 21                         | 7                     | 14                        | 26          | 78.79%                             | 55.32%              | 78.79%                  |
| #294                 |            | 1029 | 0           | 0           | 1029                | 147                        | 150                   | 19                             | 713       | 351                        | 248                   | 103                       | 362         | 47.82%                             | 50.77%              | 59.34%                  |
| #295                 |            | 0    | 45          | 0           | 45                  | 13                         | 8                     | 0                              | 24        | 16                         | 14                    | 2                         | 8           | 22.86%                             | 33.33%              | 36.36%                  |
| #296                 |            | 0    | 291         | 0           | 291                 | 61                         | 42                    | 2                              | 186       | 98                         | 82                    | 16                        | 88          | 38.10%                             | 47.31%              | 51.76%                  |

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| REGATE ORDER TYPES |            |      |           |             |                     |                            |                       |                                |           |                            |                       |                           |             | 1                                  |                     |             |
|--------------------|------------|------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|-------------|
| Company Info       |            |      |           |             |                     | LSR PR                     | OCESSING              |                                |           |                            |                       |                           |             |                                    | FLOWT               | HROUGH      |
|                    |            |      |           |             |                     | LI                         | ESOG                  |                                |           |                            |                       |                           |             |                                    |                     |             |
|                    |            | Me   | echanized | Interface L | Jsed                | Manual                     | Rejects               |                                | Validated |                            | Errors                |                           |             |                                    |                     |             |
| Name               | RESH / OCN | LENS | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flo |
| #297               |            | 875  | 0         | 0           | 875                 | 150                        | 98                    | 20                             | 607       | 219                        | 166                   | 53                        | 388         | 55.11%                             | 63.92%              | 70.04%      |
| #298               |            | 2104 | 0         | 0           | 2104                | 334                        | 237                   | 38                             | 1495      | 653                        | 535                   | 118                       | 842         | 49.21%                             | 56.32%              | 61.15%      |
| #299               |            | 0    | 1179      | 0           | 1179                | 138                        | 120                   | 38                             | 883       | 514                        | 456                   | 58                        | 369         | 38.32%                             | 41.79%              | 44.73%      |
| #300               |            | 427  | 0         | 0           | 427                 | 57                         | 48                    | 21                             | 301       | 134                        | 94                    | 40                        | 167         | 52.52%                             | 55.48%              | 63.98%      |
| #301               |            | 626  | 0         | 0           | 626                 | 85                         | 76                    | 21                             | 444       | 199                        | 165                   | 34                        | 245         | 49.49%                             | 55.18%              | 59.76%      |
| #302               |            | 4    | 0         | 0           | 4                   | 1                          | 1                     | 0                              | 2         | 1                          | 1                     | 0                         | 1           | 33.33%                             | 50.00%              | 50.00%      |
| #303               |            | 319  | 0         | 0           | 319                 | 32                         | 33                    | 8                              | 246       | 121                        | 60                    | 61                        | 125         | 57.60%                             | 50.81%              | 67.57%      |
| #304               |            | 0    | 0         | 8899        | 8899                | 42                         | 280                   | 14                             | 8563      | 1025                       | 984                   | 41                        | 7538        | 88.02%                             | 88.03%              | 88.45%      |
| #305               |            | 3053 | 0         | 0           | 3053                | 251                        | 154                   | 60                             | 2588      | 604                        | 525                   | 79                        | 1984        | 71.88%                             | 76.66%              | 79.08%      |
| #306               |            | 720  | 0         | 0           | 720                 | 23                         | 54                    | 4                              | 639       | 88                         | 79                    | 9                         | 551         | 84.38%                             | 86.23%              | 87.46%      |
| #307               |            | 84   | 0         | 0           | 84                  | 8                          | 4                     | 0                              | 72        | 18                         | 16                    | 2                         | 54          | 69.23%                             | 75.00%              | 77.14%      |
| #308               |            | 0    | 0         | 17          | 17                  | 2                          | 2                     | 2                              | 11        | 9                          | 2                     | 7                         | 2           | 33.33%                             | 18.18%              | 50.00%      |
| #309               |            | 21   | 0         | 0           | 21                  | 3                          | 4                     | 1                              | 13        | 5                          | 5                     | 0                         | 8           | 50.00%                             | 61.54%              | 61.54%      |
| #310               |            | 1    | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1         | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%     |
| #311               |            | 0    | 2339      | 0           | 2339                | 263                        | 174                   | 1                              | 1901      | 1206                       | 1043                  | 163                       | 695         | 34.73%                             | 36.56%              | 39.99%      |
| #312               |            | 2747 | 0         | 0           | 2747                | 203                        | 150                   | 26                             | 2368      | 753                        | 659                   | 94                        | 1615        | 65.20%                             | 68.20%              | 71.02%      |
| #313               |            | 952  | 0         | 0           | 952                 | 91                         | 78                    | 2                              | 781       | 80                         | 70                    | 10                        | 701         | 81.32%                             | 89.76%              | 90.92%      |
| #314               |            | 8    | 0         | 0           | 8                   | 0                          | 0                     | 0                              | 8         | 0                          | 0                     | 0                         | 8           | 100.00%                            | 100.00%             | 100.00%     |
| #315               |            | 16   | 0         | 0           | 16                  | 2                          | 3                     | 0                              | 11        | 0                          | 0                     | 0                         | 11          | 84.62%                             | 100.00%             | 100.00%     |
| #316               |            | 129  | 0         | 0           | 129                 | 10                         | 8                     | 0                              | 111       | 5                          | 4                     | 1                         | 106         | 88.33%                             | 95.50%              | 96.36%      |
| #317               |            | 83   | 0         | 0           | 83                  | 10                         | 2                     | 2                              | 69        | 22                         | 21                    | 1                         | 47          | 60.26%                             | 68.12%              | 69.12%      |
| #318               |            | 2419 | 0         | 0           | 2419                | 261                        | 165                   | 12                             | 1981      | 130                        | 103                   | 27                        | 1851        | 83.57%                             | 93.44%              | 94.73%      |
| #319               |            | 407  | 0         | 0           | 407                 | 24                         | 56                    | 5                              | 322       | 72                         | 56                    | 16                        | 250         | 75.76%                             | 77.64%              | 81.70%      |
| #320               |            | 19   | 0         | 0           | 19                  | 0                          | 2                     | 0                              | 17        | 17                         | 9                     | 8                         | 0           | 0.00%                              | 0.00%               | 0.00%       |
| #321               |            | 372  | 0         | 0           | 372                 | 10                         | 14                    | 1                              | 347       | 17                         | 13                    | 4                         | 330         | 93.48%                             | 95.10%              | 96.21%      |
| #322               |            | 358  | 0         | 0           | 358                 | 2                          | 42                    | 1                              | 313       | 33                         | 30                    | 3                         | 280         | 89.74%                             | 89.46%              | 90.32%      |
| #323               |            | 272  | 0         | 0           | 272                 | 41                         | 12                    | 0                              | 219       | 13                         | 9                     | 4                         | 206         | 80.47%                             | 94.06%              | 95.81%      |
| #324               |            | 832  | 0         | 0           | 832                 | 147                        | 80                    | 7                              | 598       | 77                         | 60                    | 17                        | 521         | 71.57%                             | 87.12%              | 89.67%      |
| #325               |            | 196  | 0         | 0           | 196                 | 12                         | 14                    | 1                              | 169       | 9                          | 7                     | 2                         | 160         | 89.39%                             | 94.67%              | 95.81%      |
| #326               |            | 531  | 0         | 0           | 531                 | 54                         | 7                     | 0                              | 470       | 27                         | 25                    | 2                         | 443         | 84.87%                             | 94.26%              | 94.66%      |
| #327               |            | 7    | 0         | 0           | 7                   | 0                          | 1                     | 0                              | 6         | 4                          | 1                     | 3                         | 2           | 66.67%                             | 33.33%              | 66.67%      |
| #328               |            | 82   | 0         | 0           | 82                  | 26                         | 13                    | 0                              | 43        | 13                         | 11                    | 2                         | 30          | 44.78%                             | 69.77%              | 73.17%      |
| #329               |            | 6    | 0         | 0           | 6                   | 1                          | 1                     | 0                              | 4         | 1                          | 1                     | 0                         | 3           | 60.00%                             | 75.00%              | 75.00%      |
| #330               |            | 90   | 0         | 0           | 90                  | 19                         | 12                    | 0                              | 59        | 5                          | 2                     | 3                         | 54          | 72.00%                             | 91.53%              | 96.43%      |
| #331               |            | 78   | 0         | 0           | 78                  | 10                         | 6                     | 1                              | 61        | 7                          | 6                     | 1                         | 54          | 77.14%                             | 88.52%              | 90.00%      |
| #332               |            | 169  | 0         | 0           | 169                 | 29                         | 5                     | 0                              | 135       | 10                         | 10                    | 0                         | 125         | 76.22%                             | 92.59%              | 92.59%      |
| #333               |            | 20   | 0         | 0           | 20                  | 6                          | 4                     | 0                              | 10        | 4                          | 2                     | 2                         | 6           | 42.86%                             | 60.00%              | 75.00%      |

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| GGREGATE ORDER TYPES |            |       |           |             |                     |                            |                       |                                |           |                            |                       |                           |             |                                    |                     |                         |
|----------------------|------------|-------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|-------------------------|
| Company Info         |            |       |           |             |                     | LSR PR                     | OCESSING              |                                |           |                            |                       |                           |             |                                    | FLOWT               | HROUGH                  |
|                      |            |       |           |             |                     | L                          | ESOG                  |                                |           |                            |                       |                           |             |                                    |                     |                         |
|                      |            | Me    | echanized | Interface I | Used                | Manual                     | Rejects               |                                | Validated |                            | Errors                |                           |             |                                    |                     |                         |
| Name                 | RESH / OCN | LENS  | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flow<br>Through |
| #334                 |            | 0     | 0         | 39          | 39                  | 2                          | 16                    | 7                              | 14        | 4                          | 3                     | 1                         | 10          | 66.67%                             | 71.43%              | 76.92%                  |
| #335                 |            | 0     | 0         | 21          | 21                  | 3                          | 4                     | 6                              | 8         | 5                          | 3                     | 2                         | 3           | 33.33%                             | 37.50%              | 50.00%                  |
| #336                 |            | 917   | 0         | 0           | 917                 | 121                        | 181                   | 14                             | 601       | 107                        | 63                    | 44                        | 494         | 72.86%                             | 82.20%              | 88.69%                  |
| #337                 |            | 256   | 0         | 0           | 256                 | 3                          | 48                    | 34                             | 171       | 138                        | 75                    | 63                        | 33          | 29.73%                             | 19.30%              | 30.56%                  |
| #338                 |            | 48    | 0         | 0           | 48                  | 3                          | 16                    | 0                              | 29        | 9                          | 9                     | 0                         | 20          | 62.50%                             | 68.97%              | 68.97%                  |
| #339                 |            | 105   | 0         | 0           | 105                 | 12                         | 10                    | 0                              | 83        | 14                         | 14                    | 0                         | 69          | 72.63%                             | 83.13%              | 83.13%                  |
| #340                 |            | 811   | 0         | 0           | 811                 | 84                         | 52                    | 0                              | 675       | 62                         | 46                    | 16                        | 613         | 82.50%                             | 90.81%              | 93.02%                  |
| #341                 |            | 37    | 0         | 0           | 37                  | 2                          | 2                     | 1                              | 32        | 19                         | 16                    | 3                         | 13          | 41.94%                             | 40.63%              | 44.83%                  |
| #342                 |            | 543   | 0         | 0           | 543                 | 40                         | 23                    | 3                              | 477       | 106                        | 93                    | 13                        | 371         | 73.61%                             | 77.78%              | 79.96%                  |
| #343                 |            | 110   | 0         | 0           | 110                 | 7                          | 21                    | 0                              | 82        | 2                          | 2                     | 0                         | 80          | 89.89%                             | 97.56%              | 97.56%                  |
| #344                 |            | 1084  | 0         | 0           | 1084                | 79                         | 83                    | 3                              | 919       | 32                         | 30                    | 2                         | 887         | 89.06%                             | 96.52%              | 96.73%                  |
| #345                 |            | 293   | 0         | 0           | 293                 | 32                         | 45                    | 8                              | 208       | 83                         | 65                    | 18                        | 125         | 56.31%                             | 60.10%              | 65.79%                  |
| #346                 |            | 2     | 0         | 0           | 2                   | 0                          | 2                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #347                 |            | 1321  | 0         | 0           | 1321                | 155                        | 36                    | 8                              | 1122      | 292                        | 278                   | 14                        | 830         | 65.72%                             | 73.98%              | 74.91%                  |
| #348                 |            | 75    | 0         | 0           | 75                  | 12                         | 7                     | 1                              | 55        | 31                         | 24                    | 7                         | 24          | 40.00%                             | 43.64%              | 50.00%                  |
| #349                 |            | 0     | 0         | 3           | 3                   | 0                          | 1                     | 0                              | 2         | 1                          | 1                     | 0                         | 1           | 50.00%                             | 50.00%              | 50.00%                  |
| #350                 |            | 89    | 0         | 0           | 89                  | 9                          | 2                     | 6                              | 72        | 27                         | 16                    | 11                        | 45          | 64.29%                             | 62.50%              | 73.77%                  |
| #351                 |            | 37    | 0         | 0           | 37                  | 4                          | 1                     | 0                              | 32        | 3                          | 3                     | 0                         | 29          | 80.56%                             | 90.63%              | 90.63%                  |
| #352                 |            | 2     | 0         | 0           | 2                   | 2                          | 0                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #353                 |            | 360   | 0         | 0           | 360                 | 32                         | 33                    | 1                              | 294       | 25                         | 18                    | 7                         | 269         | 84.33%                             | 91.50%              | 93.73%                  |
| #354                 |            | 4     | 0         | 0           | 4                   | 0                          | 0                     | 0                              | 4         | 2                          | 1                     | 1                         | 2           | 66.67%                             | 50.00%              | 66.67%                  |
| #355                 |            | 29278 | 0         | 0           | 29278               | 2203                       | 3983                  | 355                            | 22737     | 12173                      | 9464                  | 2709                      | 10564       | 47.52%                             | 46.46%              | 52.75%                  |
| #356                 |            | 259   | 0         | 0           | 259                 | 17                         | 21                    | 1                              | 220       | 56                         | 38                    | 18                        | 164         | 74.89%                             | 74.55%              | 81.19%                  |
| #357                 |            | 22    | 0         | 0           | 22                  | 1                          | 3                     | 1                              | 17        | 8                          | 6                     | 2                         | 9           | 56.25%                             | 52.94%              | 60.00%                  |
| #358                 |            | 24    | 0         | 0           | 24                  | 1                          | 2                     | 0                              | 21        | 13                         | 11                    | 2                         | 8           | 40.00%                             | 38.10%              | 42.11%                  |
| #359                 |            | 395   | 0         | 0           | 395                 | 26                         | 21                    | 3                              | 345       | 166                        | 147                   | 19                        | 179         | 50.85%                             | 51.88%              | 54.91%                  |
| #360                 |            | 16    | 0         | 0           | 16                  | 2                          | 0                     | 0                              | 14        | 6                          | 4                     | 2                         | 8           | 57.14%                             | 57.14%              | 66.67%                  |
| #361                 |            | 0     | 0         | 772         | 772                 | 1                          | 49                    | 0                              | 722       | 88                         | 86                    | 2                         | 634         | 87.93%                             | 87.81%              | 88.06%                  |
| #362                 |            | 68    | 0         | 0           | 68                  | 4                          | 2                     | 2                              | 60        | 10                         | 9                     | 1                         | 50          | 79.37%                             | 83.33%              | 84.75%                  |
| #363                 |            | 1090  | 0         | 0           | 1090                | 150                        | 91                    | 7                              | 842       | 51                         | 43                    | 8                         | 791         | 80.39%                             | 93.94%              | 94.84%                  |
| #364                 |            | 0     | 0         | 1539        | 1539                | 135                        | 109                   | 23                             | 1272      | 331                        | 295                   | 36                        | 941         | 68.64%                             | 73.98%              | 76.13%                  |
| #365                 |            | 31    | 0         | 0           | 31                  | 0                          | 9                     | 0                              | 22        | 3                          | 3                     | 0                         | 19          | 86.36%                             | 86.36%              | 86.36%                  |
| #366                 |            | 30    | 0         | 0           | 30                  | 2                          | 2                     | 1                              | 25        | 7                          | 5                     | 2                         | 18          | 72.00%                             | 72.00%              | 78.26%                  |
| #367                 |            | 230   | 0         | 0           | 230                 | 2                          | 9                     | 2                              | 217       | 79                         | 76                    | 3                         | 138         | 63.89%                             | 63.59%              | 64.49%                  |
| #368                 |            | 698   | 0         | 0           | 698                 | 51                         | 49                    | 1                              | 597       | 52                         | 23                    | 29                        | 545         | 88.05%                             | 91.29%              | 95.95%                  |
| #369                 |            | 0     | 404       | 0           | 404                 | 250                        | 28                    | 6                              | 120       | 84                         | 52                    | 32                        | 36          | 10.65%                             | 30.00%              | 40.91%                  |
| #370                 |            | 1     | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1         | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%                 |

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| AGGREGATE ORDER TYPES |            |      |           |             |                     |                            |                       |                                |           |                            |                       |                           |             |                                    |                     |                         |
|-----------------------|------------|------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|-------------------------|
| Company Info          |            |      |           |             |                     | LSR PR                     | OCESSING              |                                |           |                            |                       |                           |             |                                    | FLOWT               | HROUGH                  |
|                       |            |      |           |             |                     | L                          | ESOG                  |                                |           |                            |                       |                           |             |                                    |                     |                         |
|                       |            | Me   | echanized | Interface L | Jsed                | Manual                     | Rejects               |                                | Validated |                            | Errors                |                           |             |                                    |                     |                         |
| Name                  | RESH / OCN | LENS | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flow<br>Through |
| #371                  |            | 745  | 0         | 0           | 745                 | 118                        | 72                    | 11                             | 544       | 186                        | 145                   | 41                        | 358         | 57.65%                             | 65.81%              | 71.17%                  |
| #372                  |            | 0    | 0         | 1142        | 1142                | 3                          | 54                    | 0                              | 1085      | 128                        | 124                   | 4                         | 957         | 88.28%                             | 88.20%              | 88.53%                  |
| #373                  |            | 129  | 0         | 0           | 129                 | 6                          | 5                     | 7                              | 111       | 27                         | 27                    | 0                         | 84          | 71.79%                             | 75.68%              | 75.68%                  |
| #374                  |            | 390  | 0         | 0           | 390                 | 38                         | 8                     | 2                              | 342       | 39                         | 32                    | 7                         | 303         | 81.23%                             | 88.60%              | 90.45%                  |
| #375                  |            | 0    | 0         | 324         | 324                 | 2                          | 28                    | 0                              | 294       | 25                         | 21                    | 4                         | 269         | 92.12%                             | 91.50%              | 92.76%                  |
| #376                  |            | 12   | 0         | 0           | 12                  | 4                          | 1                     | 0                              | 7         | 0                          | 0                     | 0                         | 7           | 63.64%                             | 100.00%             | 100.00%                 |
| #377                  |            | 29   | 0         | 0           | 29                  | 3                          | 3                     | 1                              | 22        | 5                          | 4                     | 1                         | 17          | 70.83%                             | 77.27%              | 80.95%                  |
| #378                  |            | 329  | 0         | 0           | 329                 | 46                         | 17                    | 0                              | 266       | 26                         | 15                    | 11                        | 240         | 79.73%                             | 90.23%              | 94.12%                  |
| #379                  |            | 296  | 0         | 0           | 296                 | 13                         | 2                     | 1                              | 280       | 31                         | 30                    | 1                         | 249         | 85.27%                             | 88.93%              | 89.25%                  |
| #380                  |            | 446  | 0         | 0           | 446                 | 24                         | 13                    | 0                              | 409       | 51                         | 51                    | 0                         | 358         | 82.68%                             | 87.53%              | 87.53%                  |
| #381                  |            | 147  | 0         | 0           | 147                 | 23                         | 12                    | 0                              | 112       | 8                          | 5                     | 3                         | 104         | 78.79%                             | 92.86%              | 95.41%                  |
| #382                  |            | 187  | 0         | 0           | 187                 | 46                         | 5                     | 0                              | 136       | 12                         | 7                     | 5                         | 124         | 70.06%                             | 91.18%              | 94.66%                  |
| #383                  |            | 0    | 0         | 11047       | 11047               | 1104                       | 1040                  | 30                             | 8873      | 7849                       | 5391                  | 2458                      | 1024        | 13.62%                             | 11.54%              | 15.96%                  |
| #384                  |            | 0    | 0         | 144         | 144                 | 63                         | 23                    | 2                              | 56        | 29                         | 16                    | 13                        | 27          | 25.47%                             | 48.21%              | 62.79%                  |
| #385                  |            | 9426 | 0         | 0           | 9426                | 412                        | 459                   | 28                             | 8527      | 1331                       | 1031                  | 300                       | 7196        | 83.30%                             | 84.39%              | 87.47%                  |
| #386                  |            | 700  | 0         | 0           | 700                 | 108                        | 117                   | 10                             | 465       | 184                        | 140                   | 44                        | 281         | 53.12%                             | 60.43%              | 66.75%                  |
| #387                  |            | 14   | 0         | 0           | 14                  | 1                          | 1                     | 0                              | 12        | 4                          | 4                     | 0                         | 8           | 61.54%                             | 66.67%              | 66.67%                  |
| #388                  |            | 87   | 0         | 0           | 87                  | 9                          | 1                     | 3                              | 74        | 23                         | 21                    | 2                         | 51          | 62.96%                             | 68.92%              | 70.83%                  |
| #389                  |            | 10   | 0         | 0           | 10                  | 0                          | 2                     | 0                              | 8         | 1                          | 1                     | 0                         | 7           | 87.50%                             | 87.50%              | 87.50%                  |
| #390                  |            | 15   | 0         | 0           | 15                  | 3                          | 4                     | 1                              | 7         | 2                          | 2                     | 0                         | 5           | 50.00%                             | 71.43%              | 71.43%                  |
| #391                  |            | 12   | 0         | 0           | 12                  | 7                          | 1                     | 0                              | 4         | 0                          | 0                     | 0                         | 4           | 36.36%                             | 100.00%             | 100.00%                 |
| #392                  |            | 0    | 281       | 0           | 281                 | 4                          | 38                    | 12                             | 227       | 94                         | 61                    | 33                        | 133         | 67.17%                             | 58.59%              | 68.56%                  |
| #393                  |            | 1814 | 0         | 0           | 1814                | 78                         | 132                   | 9                              | 1595      | 265                        | 239                   | 26                        | 1330        | 80.75%                             | 83.39%              | 84.77%                  |
| #394                  |            | 10   | 0         | 0           | 10                  | 0                          | 7                     | 0                              | 3         | 2                          | 2                     | 0                         | 1           | 33.33%                             | 33.33%              | 33.33%                  |
| #395                  |            | 257  | 0         | 0           | 257                 | 39                         | 28                    | 0                              | 190       | 26                         | 22                    | 4                         | 164         | 72.89%                             | 86.32%              | 88.17%                  |
| #396                  |            | 51   | 0         | 0           | 51                  | 17                         | 6                     | 0                              | 28        | 9                          | 7                     | 2                         | 19          | 44.19%                             | 67.86%              | 73.08%                  |
| #397                  |            | 290  | 0         | 0           | 290                 | 12                         | 23                    | 0                              | 255       | 47                         | 41                    | 6                         | 208         | 79.69%                             | 81.57%              | 83.53%                  |
| #398                  |            | 68   | 0         | 0           | 68                  | 7                          | 10                    | 2                              | 49        | 7                          | 6                     | 1                         | 42          | 76.36%                             | 85.71%              | 87.50%                  |
| #399                  |            | 15   | 0         | 0           | 15                  | 1                          | 1                     | 0                              | 13        | 6                          | 3                     | 3                         | 7           | 63.64%                             | 53.85%              | 70.00%                  |
| #400                  |            | 1793 | 0         | 0           | 1793                | 35                         | 171                   | 3                              | 1584      | 163                        | 95                    | 68                        | 1421        | 91.62%                             | 89.71%              | 93.73%                  |
| #401                  |            | 958  | 0         | 0           | 958                 | 83                         | 26                    | 4                              | 845       | 102                        | 94                    | 8                         | 743         | 80.76%                             | 87.93%              | 88.77%                  |
| #402                  |            | 17   | 0         | 0           | 17                  | 2                          | 8                     | 0                              | 7         | 1                          | 0                     | 1                         | 6           | 75.00%                             | 85.71%              | 100.00%                 |
| #403                  |            | 630  | 0         | 0           | 630                 | 27                         | 49                    | 2                              | 552       | 46                         | 43                    | 3                         | 506         | 87.85%                             | 91.67%              | 92.17%                  |
| #404                  |            | 915  | 0         | 0           | 915                 | 71                         | 112                   | 7                              | 725       | 473                        | 361                   | 112                       | 252         | 36.84%                             | 34.76%              | 41.11%                  |
| #405                  |            | 2    | 0         | 0           | 2                   | 0                          | 0                     | 1                              | 1         | 1                          | 0                     | 1                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #406                  |            | 1    | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1         | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%                 |
| #407                  |            | 1    | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1         | 1                          | 0                     | 1                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |

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## **ORDERING**

## REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL) REPORT PERIOD: 07/01/2001 - 07/31/2001

| AGGREGATE ORDER TYPES |            |        |           |             |                     |                            |                       |                                |           |                            |                       |                           |             |                                    |                     |                         |
|-----------------------|------------|--------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|-------------------------|
| Company Info          |            |        |           |             |                     | LSR PR                     | ROCESSING             |                                |           |                            |                       |                           |             |                                    | FLOWTI              | HROUGH                  |
|                       |            |        |           |             |                     | L                          | ESOG                  |                                |           |                            |                       |                           |             |                                    |                     |                         |
|                       |            | Me     | echanized | Interface U | Jsed                | Manual                     | Rejects               |                                | Validated |                            | Errors                |                           |             |                                    |                     |                         |
| Name                  | RESH / OCN | LENS   | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flow<br>Through |
| #408                  |            | 7      | 0         | 0           | 7                   | 1                          | 2                     | 0                              | 4         | 1                          | 1                     | 0                         | 3           | 60.00%                             | 75.00%              | 75.00%                  |
| #409                  |            | 44     | 0         | 0           | 44                  | 13                         | 5                     | 2                              | 24        | 7                          | 6                     | 1                         | 17          | 47.22%                             | 70.83%              | 73.91%                  |
| #410                  |            | 726    | 0         | 0           | 726                 | 43                         | 38                    | 11                             | 634       | 104                        | 98                    | 6                         | 530         | 78.99%                             | 83.60%              | 84.39%                  |
| #411                  |            | 361    | 0         | 0           | 361                 | 53                         | 27                    | 3                              | 278       | 54                         | 43                    | 11                        | 224         | 70.00%                             | 80.58%              | 83.90%                  |
| #412                  |            | 0      | 49        | 0           | 49                  | 14                         | 13                    | 0                              | 22        | 4                          | 3                     | 1                         | 18          | 51.43%                             | 81.82%              | 85.71%                  |
| #413                  |            | 0      | 562       | 0           | 562                 | 329                        | 83                    | 5                              | 145       | 46                         | 27                    | 19                        | 99          | 21.76%                             | 68.28%              | 78.57%                  |
| #414                  |            | 0      | 137       | 0           | 137                 | 39                         | 42                    | 0                              | 56        | 15                         | 7                     | 8                         | 41          | 47.13%                             | 73.21%              | 85.42%                  |
| #415                  |            | 36     | 0         | 0           | 36                  | 4                          | 8                     | 0                              | 24        | 11                         | 7                     | 4                         | 13          | 54.17%                             | 54.17%              | 65.00%                  |
| #416                  |            | 8      | 0         | 0           | 8                   | 0                          | 1                     | 0                              | 7         | 3                          | 3                     | 0                         | 4           | 57.14%                             | 57.14%              | 57.14%                  |
| #417                  |            | 441    | 0         | 0           | 441                 | 88                         | 59                    | 18                             | 276       | 134                        | 104                   | 30                        | 142         | 42.51%                             | 51.45%              | 57.72%                  |
| #418                  |            | 0      | 114       | 0           | 114                 | 15                         | 23                    | 0                              | 76        | 34                         | 20                    | 14                        | 42          | 54.55%                             | 55.26%              | 67.74%                  |
| #419                  |            | 0      | 1379      | 0           | 1379                | 85                         | 301                   | 0                              | 993       | 757                        | 118                   | 639                       | 236         | 53.76%                             | 23.77%              | 66.67%                  |
| #420                  |            | 0      | 12        | 0           | 12                  | 0                          | 2                     | 0                              | 10        | 2                          | 1                     | 1                         | 8           | 88.89%                             | 80.00%              | 88.89%                  |
| #421                  |            | 0      | 11        | 0           | 11                  | 3                          | 1                     | 0                              | 7         | 5                          | 1                     | 4                         | 2           | 33.33%                             | 28.57%              | 66.67%                  |
| #422                  |            | 0      | 65        | 0           | 65                  | 3                          | 9                     | 0                              | 53        | 32                         | 18                    | 14                        | 21          | 50.00%                             | 39.62%              | 53.85%                  |
| #423                  |            | 0      | 66        | 0           | 66                  | 9                          | 7                     | 0                              | 50        | 31                         | 16                    | 15                        | 19          | 43.18%                             | 38.00%              | 54.29%                  |
| #424                  |            | 63     | 0         | 0           | 63                  | 5                          | 11                    | 0                              | 47        | 19                         | 6                     | 13                        | 28          | 71.79%                             | 59.57%              | 82.35%                  |
| #425                  |            | 1081   | 0         | 0           | 1081                | 53                         | 115                   | 11                             | 902       | 245                        | 101                   | 144                       | 657         | 81.01%                             | 72.84%              | 86.68%                  |
| #426                  |            | 12     | 0         | 0           | 12                  | 0                          | 0                     | 1                              | 11        | 4                          | 2                     | 2                         | 7           | 77.78%                             | 63.64%              | 77.78%                  |
| #427                  |            | 6      | 0         | 0           | 6                   | 0                          | 1                     | 0                              | 5         | 2                          | 0                     | 2                         | 3           | 100.00%                            | 60.00%              | 100.00%                 |
| #428                  |            | 12     | 0         | 0           | 12                  | 3                          | 2                     | 0                              | 7         | 3                          | 2                     | 1                         | 4           | 44.44%                             | 57.14%              | 66.67%                  |
| #429                  |            | 52     | 0         | 0           | 52                  | 2                          | 3                     | 2                              | 45        | 21                         | 7                     | 14                        | 24          | 72.73%                             | 53.33%              | 77.42%                  |
| #430                  |            | 26     | 0         | 0           | 26                  | 4                          | 2                     | 0                              | 20        | 7                          | 2                     | 5                         | 13          | 68.42%                             | 65.00%              | 86.67%                  |
| #431                  |            | 9      | 0         | 0           | 9                   | 1                          | 0                     | 0                              | 8         | 4                          | 1                     | 3                         | 4           | 66.67%                             | 50.00%              | 80.00%                  |
| #432                  |            | 28     | 0         | 0           | 28                  | 2                          | 4                     | 1                              | 21        | 4                          | 3                     | 1                         | 17          | 77.27%                             | 80.95%              | 85.00%                  |
| LENS Subtotal         |            | 239417 | 0         | 0           | 239417              | 23042                      | 21282                 | 1678                           | 193415    | 44301                      | 35374                 | 8927                      | 149114      | 71.85%                             | 77.10%              | 80.83%                  |
| EDI Subtotal          |            | 0      | 70602     | 0           | 70602               | 5354                       | 11187                 | 140                            | 53921     | 18896                      | 14483                 | 4413                      | 35025       | 63.84%                             | 64.99%              | 70.78%                  |
| TAG Subtotal          |            | 0      | 0         | 47048       | 47048               | 3176                       | 3782                  | 383                            | 39707     | 14810                      | 11258                 | 3552                      | 24897       | 63.30%                             | 62.70%              | 68.86%                  |
| TOTAL INTERFACES      |            | 239417 | 70602     | 47048       | 357067              | 31572                      | 36251                 | 2201                           | 287043    | 78007                      | 61115                 | 16892                     | 209036      | 69.28%                             | 72.82%              | 77.38%                  |

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| REGATE ORDER TYP |            |      |           |           |                     |                   |                       |                     |       |                   |                       |                   | <del> </del> |                         |                     |                         |
|------------------|------------|------|-----------|-----------|---------------------|-------------------|-----------------------|---------------------|-------|-------------------|-----------------------|-------------------|--------------|-------------------------|---------------------|-------------------------|
| Company Info     |            |      |           |           |                     |                   | OCESSING              |                     |       |                   |                       |                   |              | F                       | LOWTHROUG           | H                       |
|                  |            |      |           |           |                     | LI                | ESOG                  |                     |       |                   |                       |                   |              |                         |                     |                         |
|                  |            | M    | echanized | Interface | Jsed                | Manual            | Rejects               | Valid               | ated  |                   | Errors                |                   |              |                         |                     |                         |
|                  |            |      |           |           | T - 4 - 1 M 1       | Total             |                       | Pending             |       | Total             | DOT 0                 | CLEC              |              | Percent                 | D                   | D 51                    |
| Name             | RESH / OCN | LENS | EDI       | TAG       | Total Mech<br>LSR's | Manual<br>Fallout | Auto<br>Clarification | Supps<br>(Z Status) | LSR's | System<br>Fallout | BST Caused<br>Fallout | Caused<br>Fallout | Issued SO's  | Achieved<br>Flowthrough | Base<br>Calculation | Percent Flor<br>Through |
| #1               |            | 3    | 0         | 0         | 3                   | 1                 | 2                     | 0                   | 0     | 0                 | 0                     | 0                 | 0            | 0.00%                   | 0.00%               | 0.00%                   |
| #2               |            | 435  | 0         | 0         | 435                 | 6                 | 30                    | 2                   | 397   | 77                | 66                    | 11                | 320          | 81.63%                  | 80.60%              | 82.90%                  |
| #3               |            | 106  | 0         | 0         | 106                 | 5                 | 9                     | 0                   | 92    | 2                 | 2                     | 0                 | 90           | 92.78%                  | 97.83%              | 97.83%                  |
| #4               |            | 17   | 0         | 0         | 17                  | 3                 | 2                     | 0                   | 12    | 1                 | 1                     | 0                 | 11           | 73.33%                  | 91.67%              | 91.67%                  |
| #5               |            | 1677 | 0         | 0         | 1677                | 153               | 60                    | 2                   | 1462  | 57                | 42                    | 15                | 1405         | 87.81%                  | 96.10%              | 97.10%                  |
| #6               |            | 0    | 0         | 217       | 217                 | 19                | 31                    | 2                   | 165   | 80                | 64                    | 16                | 85           | 50.60%                  | 51.52%              | 57.05%                  |
| #7               |            | 1    | 0         | 0         | 1                   | 0                 | 1                     | 0                   | 0     | 0                 | 0                     | 0                 | 0            | 0.00%                   | 0.00%               | 0.00%                   |
| #8               |            | 4    | 0         | 0         | 4                   | 0                 | 2                     | 0                   | 2     | 0                 | 0                     | 0                 | 2            | 100.00%                 | 100.00%             | 100.00%                 |
| #9               |            | 211  | 0         | 0         | 211                 | 18                | 42                    | 9                   | 142   | 47                | 41                    | 6                 | 95           | 61.69%                  | 66.90%              | 69.85%                  |
| #10              |            | 156  | 0         | 0         | 156                 | 14                | 6                     | 4                   | 132   | 93                | 79                    | 14                | 39           | 29.55%                  | 29.55%              | 33.05%                  |
| #11              |            | 11   | 0         | 0         | 11                  | 1                 | 0                     | 0                   | 10    | 4                 | 4                     | 0                 | 6            | 54.55%                  | 60.00%              | 60.00%                  |
| #12              |            | 2    | 0         | 0         | 2                   | 0                 | 1                     | 0                   | 1     | 0                 | 0                     | 0                 | 1            | 100.00%                 | 100.00%             | 100.00%                 |
| #13              |            | 345  | 0         | 0         | 345                 | 30                | 23                    | 9                   | 283   | 72                | 61                    | 11                | 211          | 69.87%                  | 74.56%              | 77.57%                  |
| #14              |            | 2    | 0         | 0         | 2                   | 0                 | 2                     | 0                   | 0     | 0                 | 0                     | 0                 | 0            | 0.00%                   | 0.00%               | 0.00%                   |
| #15              |            | 111  | 0         | 0         | 111                 | 4                 | 35                    | 1                   | 71    | 21                | 15                    | 6                 | 50           | 72.46%                  | 70.42%              | 76.92%                  |
| #16              |            | 12   | 0         | 0         | 12                  | 1                 | 2                     | 0                   | 9     | 8                 | 5                     | 3                 | 1            | 14.29%                  | 11.11%              | 16.67%                  |
| #17              |            | 117  | 0         | 0         | 117                 | 29                | 3                     | 0                   | 85    | 11                | 9                     | 2                 | 74           | 66.07%                  | 87.06%              | 89.16%                  |
| #18              |            | 625  | 0         | 0         | 625                 | 60                | 32                    | 0                   | 533   | 10                | 10                    | 0                 | 523          | 88.20%                  | 98.12%              | 98.12%                  |
| #19              |            | 0    | 9         | 0         | 9                   | 0                 | 4                     | 0                   | 5     | 3                 | 0                     | 3                 | 2            | 100.00%                 | 40.00%              | 100.00%                 |
| #20              |            | 372  | 0         | 0         | 372                 | 19                | 21                    | 0                   | 332   | 16                | 10                    | 6                 | 316          | 91.59%                  | 95.18%              | 96.93%                  |
| #21              |            | 693  | 0         | 0         | 693                 | 24                | 15                    | 3                   | 651   | 64                | 63                    | 1                 | 587          | 87.09%                  | 90.17%              | 90.31%                  |
| #22              |            | 410  | 0         | 0         | 410                 | 36                | 13                    | 4                   | 357   | 71                | 68                    | 3                 | 286          | 73.33%                  | 80.11%              | 80.79%                  |
| #23              |            | 387  | 0         | 0         | 387                 | 12                | 16                    | 2                   | 357   | 146               | 143                   | 3                 | 211          | 57.65%                  | 59.10%              | 59.60%                  |
| #24              |            | 186  | 0         | 0         | 186                 | 4                 | 13                    | 1                   | 168   | 33                | 27                    | 6                 | 135          | 81.33%                  | 80.36%              | 83.33%                  |
| #25              |            | 117  | 0         | 0         | 117                 | 24                | 8                     | 1                   | 84    | 10                | 6                     | 4                 | 74           | 71.15%                  | 88.10%              | 92.50%                  |
| #26              |            | 2091 | 0         | 0         | 2091                | 185               | 82                    | 9                   | 1815  | 175               | 133                   | 42                | 1640         | 83.76%                  | 90.36%              | 92.50%                  |
| #27              |            | 0    | 0         | 608       | 608                 | 7                 | 63                    | 0                   | 538   | 17                | 12                    | 5                 | 521          | 96.48%                  | 96.84%              | 97.75%                  |
| #28              |            | 459  | 0         | 0         | 459                 | 101               | 55                    | 4                   | 299   | 48                | 32                    | 16                | 251          | 65.36%                  | 83.95%              | 88.69%                  |
| #29              |            | 0    | 55        | 0         | 55                  | 2                 | 4                     | 0                   | 49    | 5                 | 4                     | 1                 | 44           | 88.00%                  | 89.80%              | 91.67%                  |
| #30              |            | 169  | 0         | 0         | 169                 | 1                 | 2                     | 0                   | 166   | 102               | 100                   | 2                 | 64           | 38.79%                  | 38.55%              | 39.02%                  |
| #31              |            | 178  | 0         | 0         | 178                 | 11                | 15                    | 0                   | 152   | 10                | 9                     | 1                 | 142          | 87.65%                  | 93.42%              | 94.04%                  |
| #32              |            | 0    | 0         | 1         | 1                   | 0                 | 0                     | 0                   | 1     | 1                 | 1                     | 0                 | 0            | 0.00%                   | 0.00%               | 0.00%                   |
| #33              |            | 1584 | 0         | 0         | 1584                | 53                | 131                   | 1                   | 1399  | 88                | 78                    | 10                | 1311         | 90.92%                  | 93.71%              | 94.38%                  |
| #34              |            | 120  | 0         | 0         | 120                 | 8                 | 9                     | 1                   | 102   | 22                | 21                    | 1                 | 80           | 73.39%                  | 78.43%              | 79.21%                  |
| #35              |            | 169  | 0         | 0         | 169                 | 12                | 12                    | 1                   | 144   | 22                | 17                    | 5                 | 122          | 80.79%                  | 84.72%              | 87.77%                  |
| #36              |            | 35   | 0         | 0         | 35                  | 2                 | 3                     | 0                   | 30    | 2                 | 2                     | 0                 | 28           | 87.50%                  | 93.33%              | 93.33%                  |
| #37              |            | 7    | 0         | 0         | 7                   | 0                 | 2                     | 0                   | 5     | 0                 | 0                     | 0                 | 5            | 100.00%                 | 100.00%             | 100.00%                 |
| #38              |            | 7    | 0         | 0         | 7                   | 0                 | 1                     | 0                   | 6     | 0                 | 0                     | 0                 | 6            | 100.00%                 | 100.00%             | 100.00%                 |

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| AGGREGATE ORDER TYPES |            |       |           |             |                     |                            |                       |                                |       |                            |                       |                           |             |                                    |                     |                         |
|-----------------------|------------|-------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|-------------------------|
| Company Info          |            |       |           |             |                     | LSR PR                     | OCESSING              |                                |       |                            |                       |                           |             | F                                  | LOWTHROUG           | SH .                    |
|                       |            |       |           |             |                     | LI                         | ESOG                  |                                |       |                            |                       |                           |             |                                    |                     |                         |
|                       |            | Me    | echanized | Interface I | Used                | Manual                     | Rejects               | Valid                          | ated  |                            | Errors                |                           |             |                                    |                     |                         |
| Name                  | RESH / OCN | LENS  | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flow<br>Through |
| #39                   |            | 979   | 0         | 0           | 979                 | 114                        | 69                    | 5                              | 791   | 103                        | 97                    | 6                         | 688         | 76.53%                             | 86.98%              | 87.64%                  |
| #40                   |            | 136   | 0         | 0           | 136                 | 30                         | 39                    | 1                              | 66    | 16                         | 4                     | 12                        | 50          | 59.52%                             | 75.76%              | 92.59%                  |
| #41                   |            | 236   | 0         | 0           | 236                 | 4                          | 6                     | 0                              | 226   | 25                         | 19                    | 6                         | 201         | 89.73%                             | 88.94%              | 91.36%                  |
| #42                   |            | 29424 | 0         | 0           | 29424               | 3204                       | 2320                  | 91                             | 23809 | 4437                       | 4173                  | 264                       | 19372       | 72.42%                             | 81.36%              | 82.28%                  |
| #43                   |            | 17    | 0         | 0           | 17                  | 4                          | 1                     | 1                              | 11    | 6                          | 5                     | 1                         | 5           | 35.71%                             | 45.45%              | 50.00%                  |
| #44                   |            | 117   | 0         | 0           | 117                 | 5                          | 18                    | 0                              | 94    | 10                         | 9                     | 1                         | 84          | 85.71%                             | 89.36%              | 90.32%                  |
| #45                   |            | 0     | 1         | 0           | 1                   | 0                          | 0                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%                 |
| #46                   |            | 4     | 0         | 0           | 4                   | 0                          | 3                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%                 |
| #47                   |            | 115   | 0         | 0           | 115                 | 9                          | 15                    | 4                              | 87    | 33                         | 27                    | 6                         | 54          | 60.00%                             | 62.07%              | 66.67%                  |
| #48                   |            | 67    | 0         | 0           | 67                  | 6                          | 4                     | 0                              | 57    | 13                         | 12                    | 1                         | 44          | 70.97%                             | 77.19%              | 78.57%                  |
| #49                   |            | 110   | 0         | 0           | 110                 | 5                          | 4                     | 0                              | 101   | 5                          | 5                     | 0                         | 96          | 90.57%                             | 95.05%              | 95.05%                  |
| #50                   |            | 1     | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%                 |
| #51                   |            | 3386  | 0         | 0           | 3386                | 396                        | 188                   | 19                             | 2783  | 650                        | 578                   | 72                        | 2133        | 68.65%                             | 76.64%              | 78.68%                  |
| #52                   |            | 724   | 0         | 0           | 724                 | 63                         | 47                    | 3                              | 611   | 51                         | 47                    | 4                         | 560         | 83.58%                             | 91.65%              | 92.26%                  |
| #53                   |            | 0     | 0         | 3           | 3                   | 0                          | 2                     | 0                              | 1     | 1                          | 0                     | 1                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #54                   |            | 0     | 0         | 2320        | 2320                | 276                        | 170                   | 47                             | 1827  | 407                        | 322                   | 85                        | 1420        | 70.37%                             | 77.72%              | 81.52%                  |
| #55                   |            | 60    | 0         | 0           | 60                  | 17                         | 36                    | 1                              | 6     | 2                          | 0                     | 2                         | 4           | 19.05%                             | 66.67%              | 100.00%                 |
| #56                   |            | 14477 | 0         | 0           | 14477               | 315                        | 1441                  | 11                             | 12710 | 2589                       | 2544                  | 45                        | 10121       | 77.97%                             | 79.63%              | 79.91%                  |
| #57                   |            | 7609  | 0         | 0           | 7609                | 805                        | 1558                  | 1                              | 5245  | 170                        | 100                   | 70                        | 5075        | 84.87%                             | 96.76%              | 98.07%                  |
| #58                   |            | 1114  | 0         | 0           | 1114                | 95                         | 48                    | 1                              | 970   | 48                         | 32                    | 16                        | 922         | 87.89%                             | 95.05%              | 96.65%                  |
| #59                   |            | 0     | 6018      | 0           | 6018                | 268                        | 1474                  | 3                              | 4273  | 1099                       | 938                   | 161                       | 3174        | 72.47%                             | 74.28%              | 77.19%                  |
| #60                   |            | 0     | 8780      | 0           | 8780                | 358                        | 2098                  | 4                              | 6320  | 1834                       | 1567                  | 267                       | 4486        | 69.97%                             | 70.98%              | 74.11%                  |
| #61                   |            | 195   | 0         | 0           | 195                 | 14                         | 14                    | 0                              | 167   | 20                         | 19                    | 1                         | 147         | 81.67%                             | 88.02%              | 88.55%                  |
| #62                   |            | 322   | 0         | 0           | 322                 | 16                         | 17                    | 3                              | 286   | 87                         | 83                    | 4                         | 199         | 66.78%                             | 69.58%              | 70.57%                  |
| #63                   |            | 457   | 0         | 0           | 457                 | 47                         | 51                    | 1                              | 358   | 48                         | 41                    | 7                         | 310         | 77.89%                             | 86.59%              | 88.32%                  |
| #64                   |            | 65    | 0         | 0           | 65                  | 1                          | 7                     | 0                              | 57    | 2                          | 2                     | 0                         | 55          | 94.83%                             | 96.49%              | 96.49%                  |
| #65                   |            | 0     | 0         | 414         | 414                 | 17                         | 33                    | 0                              | 364   | 10                         | 10                    | 0                         | 354         | 92.91%                             | 97.25%              | 97.25%                  |
| #66                   |            | 29    | 0         | 0           | 29                  | 0                          | 3                     | 3                              | 23    | 1                          | 0                     | 1                         | 22          | 100.00%                            | 95.65%              | 100.00%                 |
| #67                   |            | 0     | 0         | 62          | 62                  | 13                         | 2                     | 0                              | 47    | 8                          | 7                     | 1                         | 39          | 66.10%                             | 82.98%              | 84.78%                  |
| #68                   |            | 20    | 0         | 0           | 20                  | 5                          | 2                     | 0                              | 13    | 0                          | 0                     | 0                         | 13          | 72.22%                             | 100.00%             | 100.00%                 |
| #69                   |            | 50    | 0         | 0           | 50                  | 5                          | 8                     | 2                              | 35    | 10                         | 7                     | 3                         | 25          | 67.57%                             | 71.43%              | 78.13%                  |
| #70                   |            | 0     | 0         | 5           | 5                   | 0                          | 2                     | 0                              | 3     | 1                          | 1                     | 0                         | 2           | 66.67%                             | 66.67%              | 66.67%                  |
| #71                   |            | 7     | 0         | 0           | 7                   | 1                          | 3                     | 0                              | 3     | 0                          | 0                     | 0                         | 3           | 75.00%                             | 100.00%             | 100.00%                 |
| #72                   |            | 16    | 0         | 0           | 16                  | 4                          | 3                     | 0                              | 9     | 1                          | 1                     | 0                         | 8           | 61.54%                             | 88.89%              | 88.89%                  |
| #73                   |            | 61    | 0         | 0           | 61                  | 4                          | 2                     | 0                              | 55    | 6                          | 5                     | 1                         | 49          | 84.48%                             | 89.09%              | 90.74%                  |
| #74                   |            | 5     | 0         | 0           | 5                   | 0                          | 0                     | 0                              | 5     | 3                          | 3                     | 0                         | 2           | 40.00%                             | 40.00%              | 40.00%                  |
| #75                   |            | 51    | 0         | 0           | 51                  | 3                          | 10                    | 2                              | 36    | 6                          | 4                     | 2                         | 30          | 81.08%                             | 83.33%              | 88.24%                  |
| #76                   |            | 265   | 0         | 0           | 265                 | 24                         | 32                    | 2                              | 207   | 26                         | 21                    | 5                         | 181         | 80.09%                             | 87.44%              | 89.60%                  |

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| EGATE ORDER TYPE |            |      |           |             |            |                 |               |                  |       |                 |            |                | -           |                     |             |             |
|------------------|------------|------|-----------|-------------|------------|-----------------|---------------|------------------|-------|-----------------|------------|----------------|-------------|---------------------|-------------|-------------|
| Company Info     |            |      |           |             |            |                 | OCESSING      |                  |       |                 |            |                |             | F                   | LOWTHROUG   | H           |
|                  |            |      |           |             |            | LI              | SOG           |                  |       |                 |            |                |             |                     |             |             |
|                  |            | Me   | echanized | Interface ( | Used       | Manual          | Rejects       | Valid            | ated  |                 | Errors     |                |             |                     |             |             |
|                  |            |      |           |             | Total Mech | Total<br>Manual | Auto          | Pending<br>Supps |       | Total<br>System | BST Caused | CLEC<br>Caused |             | Percent<br>Achieved | Base        | Percent Flo |
| Name             | RESH / OCN | LENS | EDI       | TAG         | LSR's      | Fallout         | Clarification | (Z Status)       | LSR's | Fallout         | Fallout    | Fallout        | Issued SO's | Flowthrough         | Calculation | Through     |
| #77              |            | 1805 | 0         | 0           | 1805       | 185             | 225           | 1                | 1394  | 201             | 144        | 57             | 1193        | 78.38%              | 85.58%      | 89.23%      |
| #78              |            | 0    | 139       | 0           | 139        | 9               | 44            | 3                | 83    | 21              | 15         | 6              | 62          | 72.09%              | 74.70%      | 80.52%      |
| #79              |            | 8    | 0         | 0           | 8          | 0               | 1             | 0                | 7     | 2               | 2          | 0              | 5           | 71.43%              | 71.43%      | 71.43%      |
| #80              |            | 377  | 0         | 0           | 377        | 42              | 41            | 1                | 293   | 16              | 7          | 9              | 277         | 84.97%              | 94.54%      | 97.54%      |
| #81              |            | 481  | 0         | 0           | 481        | 40              | 32            | 1                | 408   | 37              | 36         | 1              | 371         | 83.00%              | 90.93%      | 91.15%      |
| #82              |            | 22   | 0         | 0           | 22         | 2               | 1             | 0                | 19    | 5               | 4          | 1              | 14          | 70.00%              | 73.68%      | 77.78%      |
| #83              |            | 508  | 0         | 0           | 508        | 49              | 29            | 12               | 418   | 58              | 53         | 5              | 360         | 77.92%              | 86.12%      | 87.17%      |
| #84              |            | 1414 | 0         | 0           | 1414       | 111             | 61            | 3                | 1239  | 139             | 120        | 19             | 1100        | 82.64%              | 88.78%      | 90.16%      |
| #85              |            | 41   | 0         | 0           | 41         | 2               | 3             | 0                | 36    | 9               | 9          | 0              | 27          | 71.05%              | 75.00%      | 75.00%      |
| #86              |            | 6906 | 0         | 0           | 6906       | 158             | 498           | 5                | 6245  | 648             | 520        | 128            | 5597        | 89.20%              | 89.62%      | 91.50%      |
| #87              |            | 3859 | 0         | 0           | 3859       | 313             | 206           | 18               | 3322  | 706             | 674        | 32             | 2616        | 72.61%              | 78.75%      | 79.51%      |
| #88              |            | 25   | 0         | 0           | 25         | 6               | 3             | 1                | 15    | 4               | 3          | 1              | 11          | 55.00%              | 73.33%      | 78.57%      |
| #89              |            | 334  | 0         | 0           | 334        | 31              | 9             | 2                | 292   | 12              | 7          | 5              | 280         | 88.05%              | 95.89%      | 97.56%      |
| #90              |            | 1382 | 0         | 0           | 1382       | 156             | 104           | 2                | 1120  | 51              | 41         | 10             | 1069        | 84.44%              | 95.45%      | 96.31%      |
| #91              |            | 70   | 0         | 0           | 70         | 25              | 4             | 0                | 41    | 22              | 13         | 9              | 19          | 33.33%              | 46.34%      | 59.38%      |
| #92              |            | 197  | 0         | 0           | 197        | 18              | 9             | 0                | 170   | 20              | 15         | 5              | 150         | 81.97%              | 88.24%      | 90.91%      |
| #93              |            | 1690 | 0         | 0           | 1690       | 119             | 80            | 1                | 1490  | 68              | 48         | 20             | 1422        | 89.49%              | 95.44%      | 96.73%      |
| #94              |            | 28   | 0         | 0           | 28         | 6               | 5             | 1                | 16    | 2               | 2          | 0              | 14          | 63.64%              | 87.50%      | 87.50%      |
| #95              |            | 729  | 0         | 0           | 729        | 76              | 14            | 5                | 634   | 80              | 79         | 1              | 554         | 78.14%              | 87.38%      | 87.52%      |
| #96              |            | 631  | 0         | 0           | 631        | 54              | 108           | 2                | 467   | 32              | 19         | 13             | 435         | 85.63%              | 93.15%      | 95.81%      |
| #97              |            | 1686 | 0         | 0           | 1686       | 164             | 128           | 2                | 1392  | 87              | 68         | 19             | 1305        | 84.91%              | 93.75%      | 95.05%      |
| #98              |            | 339  | 0         | 0           | 339        | 12              | 24            | 1                | 302   | 48              | 47         | 1              | 254         | 81.15%              | 84.11%      | 84.39%      |
| #99              |            | 502  | 0         | 0           | 502        | 47              | 58            | 4                | 393   | 23              | 20         | 3              | 370         | 84.67%              | 94.15%      | 94.87%      |
| #100             |            | 0    | 4021      | 0           | 4021       | 141             | 958           | 1                | 2921  | 662             | 559        | 103            | 2259        | 76.34%              | 77.34%      | 80.16%      |
| #101             |            | 113  | 0         | 0           | 113        | 6               | 16            | 1                | 90    | 28              | 27         | 1              | 62          | 65.26%              | 68.89%      | 69.66%      |
| #102             |            | 77   | 0         | 0           | 77         | 5               | 4             | 0                | 68    | 6               | 5          | 1              | 62          | 86.11%              | 91.18%      | 92.54%      |
| #103             |            | 2    | 0         | 0           | 2          | 0               | 0             | 0                | 2     | 1               | 1          | 0              | 1           | 50.00%              | 50.00%      | 50.00%      |
| #104             |            | 1642 | 0         | 0           | 1642       | 102             | 89            | 3                | 1448  | 90              | 76         | 14             | 1358        | 88.41%              | 93.78%      | 94.70%      |
| #105             |            | 0    | 0         | 836         | 836        | 5               | 38            | 0                | 793   | 72              | 71         | 1              | 721         | 90.46%              | 90.92%      | 91.04%      |
| #106             |            | 47   | 0         | 0           | 47         | 1               | 2             | 1                | 43    | 11              | 9          | 2              | 32          | 76.19%              | 74.42%      | 78.05%      |
| #107             |            | 976  | 0         | 0           | 976        | 56              | 27            | 5                | 888   | 71              | 68         | 3              | 817         | 86.82%              | 92.00%      | 92.32%      |
| #108             |            | 74   | 0         | 0           | 74         | 10              | 20            | 1                | 43    | 4               | 3          | 1              | 39          | 75.00%              | 90.70%      | 92.86%      |
| #109             |            | 480  | 0         | 0           | 480        | 50              | 35            | 3                | 392   | 70              | 59         | 11             | 322         | 74.71%              | 82.14%      | 84.51%      |
| #110             |            | 173  | 0         | 0           | 173        | 18              | 8             | 0                | 147   | 13              | 8          | 5              | 134         | 83.75%              | 91.16%      | 94.37%      |
| #111             |            | 1124 | 0         | 0           | 1124       | 127             | 159           | 0                | 838   | 27              | 23         | 4              | 811         | 84.39%              | 96.78%      | 97.24%      |
| #112             |            | 3543 | 0         | 0           | 3543       | 428             | 267           | 35               | 2813  | 179             | 117        | 62             | 2634        | 82.86%              | 93.64%      | 95.75%      |
| #113             |            | 0    | 0         | 2           | 2          | 0               | 1             | 0                | 1     | 1               | 1          | 0              | 0           | 0.00%               | 0.00%       | 0.00%       |
| #114             |            | 0    | 0         | 157         | 157        | 3               | 15            | 0                | 139   | 24              | 20         | 4              | 115         | 83.33%              | 82.73%      | 85.19%      |

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| AGGREGATE ORDER TYPES |            |           |           |             |                     |                            |                       |                                |            |                            |                       |                           |             |                                    |                     |                         |
|-----------------------|------------|-----------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|------------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|-------------------------|
| Company Info          |            |           |           |             |                     | LSR PR                     | OCESSING              |                                |            |                            |                       |                           |             | F                                  | LOWTHROUG           | SH.                     |
|                       |            |           |           |             |                     | LI                         | ESOG                  |                                |            |                            |                       |                           |             |                                    |                     |                         |
|                       |            | M         | echanized | Interface I | Used                | Manual                     | Rejects               | Valid                          | ated       |                            | Errors                |                           |             |                                    |                     |                         |
| Name                  | RESH / OCN | LENS      | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's      | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flow<br>Through |
|                       |            | 8         |           | 0           | 8                   | 0                          |                       | 0                              |            | 2                          | 2                     | 0                         | 6           |                                    |                     |                         |
| #115<br>#116          |            | 847       | 0         | 0           | 847                 | 65                         | 0<br>21               | 5                              | 756        | 85                         | 75                    | 10                        | 671         | 75.00%<br>82.74%                   | 75.00%<br>88.76%    | 75.00%<br>89.95%        |
| #117                  |            | 136       | 0         | 0           | 136                 | 10                         | 0                     | 0                              | 126        | 6                          | 6                     | 0                         | 120         | 88.24%                             | 95.24%              | 95.24%                  |
| #117                  |            | 4         | 0         | 0           | 4                   | 0                          | 0                     | 0                              | 4          | 0                          | 0                     | 0                         | 4           | 100.00%                            | 100.00%             | 100.00%                 |
| #119                  |            | 1         | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1          | 1                          | 1                     | 0                         | 0           | 0.00%                              | 0.00%               |                         |
| #119                  |            | 0         | 0         | 1636        | 1636                | 28                         | 166                   | 0                              | 1442       | 73                         | 58                    | 15                        | 1369        | 94.09%                             | 94.94%              | 0.00%<br>95.94%         |
| #120                  |            | 165       | 0         | 0           | 165                 | 10                         | 12                    | 3                              |            | 10                         | 5                     | 5                         | 1309        | 89.66%                             | 94.94%              | 95.94%                  |
| #121                  |            | 186       | 0         | 0           | 186                 | 11                         | 10                    | 0                              | 140<br>165 | 23                         | 22                    | 1                         | 142         | 89.66%                             | 92.86%<br>86.06%    | 96.30%<br>86.59%        |
| #123                  |            | 81        | 0         | 0           | 81                  | 14                         | 19                    | 0                              | 48         | 4                          | 22                    | 2                         | 44          | 73.33%                             | 91.67%              | 95.65%                  |
| #123                  |            |           | 0         | 0           |                     | 388                        | 767                   | 17                             | 4130       | 2077                       | 234                   | 1843                      |             | 76.75%                             | 49.71%              |                         |
|                       |            | 5302      | 0         | 0           | 5302                | 7                          |                       |                                |            |                            | 7                     |                           | 2053        |                                    |                     | 89.77%                  |
| #125                  |            | 52        | 0         | 0           | 52<br>3005          | 182                        | 2                     | 0<br>4                         | 43         | 12                         |                       | 5                         | 31<br>2249  | 68.89%                             | 72.09%              | 81.58%                  |
| #126                  |            | 3005      | _         | _           |                     | 0                          | 404                   | 0                              | 2415       | 166<br>0                   | 144<br>0              | 22<br>0                   |             | 87.34%                             | 93.13%              | 93.98%                  |
| #127                  |            | 0         | 0         | 0           | 1                   | 88                         | 0<br>34               | 1                              | 274        | 57                         | 47                    | 10                        | 1           | 100.00%                            | 100.00%             | 100.00%                 |
| #128                  |            | 397       | _         | _           | 397                 |                            |                       |                                |            |                            | _                     |                           | 217         | 61.65%                             | 79.20%              | 82.20%                  |
| #129                  |            | 1         | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1          | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%                 |
| #130                  |            | 0         |           | 4212        | 4212                | 75                         | 88                    | 21<br>3                        | 4028       | 672                        | 625                   | 47                        | 3356        | 82.74%                             | 83.32%              | 84.30%                  |
| #131<br>#132          |            | 8867      | 0         | 0           | 8867<br>55          | 740<br>3                   | 337<br>5              | 0                              | 7787       | 1052<br>3                  | 1020                  | 32<br>1                   | 6735<br>44  | 79.28%                             | 86.49%<br>93.62%    | 86.85%                  |
| #133                  |            | 55<br>64  | 0         | 0           | 64                  | 16                         | 6                     | 0                              | 47<br>42   | 9                          | 5                     | 4                         |             | 89.80%                             |                     | 95.65%                  |
|                       |            |           | -         | 0           |                     |                            |                       | 0                              |            |                            | _                     |                           | 33          | 61.11%                             | 78.57%              | 86.84%                  |
| #134                  |            | 288       | 0         | 1           | 288                 | 9                          | 38                    | 0                              | 241        | 20                         | 18                    | 2                         | 221         | 89.11%                             | 91.70%              | 92.47%                  |
| #135                  |            | 3         | 0         | 0           | 3                   | 0                          | 0                     | 0                              | 3          | 3                          | 3                     | 0                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #136<br>#137          |            | 2         | 0         | 0           | 2                   | 0                          | 0                     | 0                              | 2          | 0                          | 0                     | 0                         | 2           | 0.00%                              | 0.00%               | 0.00%                   |
| #137                  |            | 19        | 0         | 0           | 19                  | 1                          | 3                     | 0                              | 15         | 8                          | 1                     | 7                         | 7           | 100.00%<br>77.78%                  | 100.00%<br>46.67%   | 100.00%<br>87.50%       |
|                       |            |           | _         | 0           |                     |                            |                       | 0                              |            |                            |                       |                           | +           |                                    |                     |                         |
| #139                  |            | 70        | 0         | 0           | 70                  | 3                          | 2                     |                                | 65         | 3                          | 0                     | 1 2                       | 64          | 95.52%                             | 98.46%              | 100.00%                 |
| #140<br>#141          |            | 16<br>0   | 0         | 3744        | 16<br>3744          | 0<br>11                    | 1<br>446              | 0<br>48                        | 15<br>3239 | 1                          | 1074                  | 262                       | 12          | 92.31%<br>63.69%                   | 80.00%<br>58.75%    | 92.31%<br>63.92%        |
| #141                  |            | 1         | 0         | 0           | 1                   | 0                          | 0                     | 48<br>0                        | 3239<br>1  | 1336<br>0                  | 0                     | 0                         | 1903        | 100.00%                            | 100.00%             | 100.00%                 |
| #142                  |            | 52        | 0         | 0           | 52                  | 3                          | 7                     | 0                              | 42         | 12                         | 9                     | 3                         | 30          | 71.43%                             | 71.43%              | 76.92%                  |
|                       |            |           | 0         | 0           |                     | 2                          | -                     | 0                              |            | 7                          |                       |                           |             |                                    |                     |                         |
| #144<br>#145          |            | 43<br>253 | 0         | 0           | 43<br>253           | 41                         | 18<br>22              | 2                              | 23<br>188  | 38                         | 2 24                  | 5<br>14                   | 16<br>150   | 80.00%                             | 69.57%              | 88.89%                  |
|                       |            |           |           |             |                     |                            |                       |                                |            | 1                          |                       |                           |             | 69.77%                             | 79.79%              | 86.21%                  |
| #146<br>#147          |            | 413       | 0         | 0           | 413<br>338          | 36                         | 53<br>14              | 2                              | 320<br>273 | 38<br>42                   | 21<br>38              | 17<br>4                   | 282         | 83.19%                             | 88.13%              | 93.07%                  |
|                       |            | 338       | 0         | 0           |                     | 49<br>5                    | 21                    | 0                              | 79         | 14                         | _                     | 2                         | 231         | 72.64%                             | 84.62%              | 85.87%                  |
| #148                  |            | 105       |           | _           | 105                 |                            |                       | 0                              |            |                            | 11                    |                           | 66          | 80.49%                             | 83.54%              | 85.71%                  |
| #149                  |            | 1         | 0         | 0           | 1                   | 0                          | 0                     |                                | 1          | 1                          | 1                     | 0                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #150                  |            | 5         | 0         | 0           | 5                   | 0<br>17                    | 0                     | 0                              | 5          | 4                          | 2                     | 2                         | 1           | 33.33%                             | 20.00%              | 33.33%                  |
| #151                  |            | 302       | -         | 0           | 302                 |                            | 29                    | 0                              | 256        | 39<br>11                   | 35                    | 4                         | 217         | 80.67%                             | 84.77%              | 86.11%                  |
| #152                  |            | 0         | 178       | U           | 178                 | 14                         | 15                    | U                              | 149        | 17                         | 10                    | 7                         | 138         | 85.19%                             | 92.62%              | 93.24%                  |

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| AGGREGATE ORDER TYPES |            |      |           |             |                     |                            |                       |                                |           |                            |                       |                           |             |                                    |                     |                         |
|-----------------------|------------|------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-----------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|-------------------------|
| Company Info          |            |      |           |             |                     | LSR PR                     | OCESSING              |                                |           |                            |                       |                           |             | F                                  | LOWTHROUG           | SH                      |
| . ,                   |            |      |           |             |                     | LI                         | ESOG                  |                                |           |                            |                       |                           |             |                                    |                     |                         |
|                       |            | M    | echanized | Interface l | Used                | Manual                     | Rejects               | Valid                          | ated      |                            | Errors                |                           |             |                                    |                     |                         |
| Name                  | RESH / OCN | LENS | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's     | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flow<br>Through |
|                       | KEON / OOK |      |           |             |                     |                            |                       | ` '                            |           |                            |                       |                           |             |                                    |                     |                         |
| #153<br>#154          |            | 0    | 0<br>2164 | 0           | 4<br>2164           | 235                        | 0<br>136              | 0                              | 2<br>1793 | 2<br>269                   | 2 210                 | 0<br>59                   | 0<br>1524   | 0.00%<br>77.40%                    | 0.00%<br>85.00%     | 0.00%<br>87.89%         |
| #155                  |            | 0    | 9989      | 0           | 9989                | 381                        | 1843                  | 0                              | 7765      | 2205                       | 1369                  | 836                       | 5560        | 76.06%                             | 71.60%              | 80.24%                  |
| #156                  |            | 74   | 0         | 0           | 74                  | 10                         | 7                     | 1                              | 56        | 11                         | 8                     | 3                         | 45          | 71.43%                             | 80.36%              | 84.91%                  |
| #157                  |            | 840  | 0         | 0           | 840                 | 178                        | 142                   | 1                              | 519       | 30                         | 24                    | 6                         | 489         | 71.43%                             | 94.22%              | 95.32%                  |
| #157                  |            | 49   | 0         | 0           | 49                  | 3                          | 6                     | 1                              | 39        | 8                          | 8                     | 0                         | 31          | 73.81%                             | 79.49%              | 79.49%                  |
| #159                  |            | 2    | 0         | 0           | 2                   | 0                          | 0                     | 0                              | 2         | 0                          | 0                     | 0                         | 2           | 100.00%                            | 100.00%             | 100.00%                 |
| #160                  |            | 137  | 0         | 0           | 137                 | 13                         | 11                    | 0                              | 113       | 45                         | 41                    | 4                         | 68          | 55.74%                             | 60.18%              | 62.39%                  |
| #161                  |            | 137  | 0         | 0           | 137                 | 7                          | 13                    | 0                              | 117       | 18                         | 16                    | 2                         | 99          | 81.15%                             | 84.62%              | 86.09%                  |
| #162                  |            | 34   | 0         | 0           | 34                  | 2                          | 0                     | 0                              | 32        | 1                          | 10                    | 0                         | 31          | 91.18%                             | 96.88%              | 96.88%                  |
| #163                  |            | 2    | 0         | 0           | 2                   | 0                          | 0                     | 0                              | 2         | 0                          | 0                     | 0                         | 2           | 100.00%                            | 100.00%             | 100.00%                 |
| #164                  |            | 31   | 0         | 0           | 31                  | 5                          | 1                     | 0                              | 25        | 1                          | 1                     | 0                         | 24          | 80.00%                             | 96.00%              | 96.00%                  |
| #165                  |            | 188  | 0         | 0           | 188                 | 7                          | 10                    | 18                             | 153       | 129                        | 111                   | 18                        | 24          | 16.90%                             | 15.69%              | 17.78%                  |
| #166                  |            | 22   | 0         | 0           | 22                  | 2                          | 8                     | 0                              | 12        | 7                          | 1                     | 6                         | 5           | 62.50%                             | 41.67%              | 83.33%                  |
| #167                  |            | 183  | 0         | 0           | 183                 | 7                          | 16                    | 1                              | 159       | 81                         | 48                    | 33                        | 78          | 58.65%                             | 49.06%              | 61.90%                  |
| #168                  |            | 0    | 4         | 0           | 4                   | 2                          | 0                     | 0                              | 2         | 1                          | 1                     | 0                         | 1           | 25.00%                             | 50.00%              | 50.00%                  |
| #169                  |            | 10   | 0         | 0           | 10                  | 1                          | 2                     | 0                              | 7         | 2                          | 1                     | 1                         | 5           | 71.43%                             | 71.43%              | 83.33%                  |
| #170                  |            | 240  | 0         | 0           | 240                 | 42                         | 15                    | 3                              | 180       | 28                         | 23                    | 5                         | 152         | 70.05%                             | 84.44%              | 86.86%                  |
| #171                  |            | 2    | 0         | 0           | 2                   | 0                          | 0                     | 1                              | 1         | 1                          | 1                     | 0                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #172                  |            | 71   | 0         | 0           | 71                  | 9                          | 7                     | 5                              | 50        | 20                         | 16                    | 4                         | 30          | 54.55%                             | 60.00%              | 65.22%                  |
| #173                  |            | 96   | 0         | 0           | 96                  | 4                          | 9                     | 2                              | 81        | 29                         | 16                    | 13                        | 52          | 72.22%                             | 64.20%              | 76.47%                  |
| #174                  |            | 0    | 0         | 8899        | 8899                | 42                         | 280                   | 14                             | 8563      | 1025                       | 984                   | 41                        | 7538        | 88.02%                             | 88.03%              | 88.45%                  |
| #175                  |            | 3053 | 0         | 0           | 3053                | 251                        | 154                   | 60                             | 2588      | 604                        | 525                   | 79                        | 1984        | 71.88%                             | 76.66%              | 79.08%                  |
| #176                  |            | 716  | 0         | 0           | 716                 | 22                         | 54                    | 4                              | 636       | 87                         | 78                    | 9                         | 549         | 84.59%                             | 86.32%              | 87.56%                  |
| #177                  |            | 83   | 0         | 0           | 83                  | 8                          | 4                     | 0                              | 71        | 17                         | 15                    | 2                         | 54          | 70.13%                             | 76.06%              | 78.26%                  |
| #178                  |            | 0    | 0         | 1           | 1                   | 1                          | 0                     | 0                              | 0         | 0                          | 0                     | 0                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #179                  |            | 13   | 0         | 0           | 13                  | 0                          | 4                     | 0                              | 9         | 1                          | 1                     | 0                         | 8           | 88.89%                             | 88.89%              | 88.89%                  |
| #180                  |            | 0    | 2339      | 0           | 2339                | 263                        | 174                   | 1                              | 1901      | 1206                       | 1043                  | 163                       | 695         | 34.73%                             | 36.56%              | 39.99%                  |
| #181                  |            | 2747 | 0         | 0           | 2747                | 203                        | 150                   | 26                             | 2368      | 753                        | 659                   | 94                        | 1615        | 65.20%                             | 68.20%              | 71.02%                  |
| #182                  |            | 946  | 0         | 0           | 946                 | 88                         | 78                    | 2                              | 778       | 80                         | 70                    | 10                        | 698         | 81.54%                             | 89.72%              | 90.89%                  |
| #183                  |            | 129  | 0         | 0           | 129                 | 10                         | 8                     | 0                              | 111       | 5                          | 4                     | 1                         | 106         | 88.33%                             | 95.50%              | 96.36%                  |
| #184                  |            | 83   | 0         | 0           | 83                  | 10                         | 2                     | 2                              | 69        | 22                         | 21                    | 1                         | 47          | 60.26%                             | 68.12%              | 69.12%                  |
| #185                  |            | 2416 | 0         | 0           | 2416                | 261                        | 165                   | 12                             | 1978      | 128                        | 102                   | 26                        | 1850        | 83.60%                             | 93.53%              | 94.77%                  |
| #186                  |            | 392  | 0         | 0           | 392                 | 23                         | 51                    | 5                              | 313       | 68                         | 53                    | 15                        | 245         | 76.32%                             | 78.27%              | 82.21%                  |
| #187                  |            | 366  | 0         | 0           | 366                 | 9                          | 14                    | 1                              | 342       | 13                         | 12                    | 1                         | 329         | 94.00%                             | 96.20%              | 96.48%                  |
| #188                  |            | 358  | 0         | 0           | 358                 | 2                          | 42                    | 1                              | 313       | 33                         | 30                    | 3                         | 280         | 89.74%                             | 89.46%              | 90.32%                  |
| #189                  |            | 272  | 0         | 0           | 272                 | 41                         | 12                    | 0                              | 219       | 13                         | 9                     | 4                         | 206         | 80.47%                             | 94.06%              | 95.81%                  |
| #190                  |            | 825  | 0         | 0           | 825                 | 146                        | 79                    | 6                              | 594       | 74                         | 58                    | 16                        | 520         | 71.82%                             | 87.54%              | 89.97%                  |

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| AGGREGATE ORDER TYPES |            |       |           |             |                     |                            |                       |                                |       |                            |                       |                           |             |                                    |                     |                         |
|-----------------------|------------|-------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|-------------------------|
| Company Info          |            |       |           |             |                     | LSR PR                     | OCESSING              |                                |       |                            |                       |                           |             | F                                  | LOWTHROUG           | SH                      |
| . ,                   |            |       |           |             |                     | LE                         | ESOG                  |                                |       |                            |                       |                           |             |                                    |                     |                         |
|                       |            | Me    | echanized | Interface U | Jsed                | Manual                     | Rejects               | Valid                          | ated  |                            | Errors                |                           |             |                                    |                     |                         |
| Name                  | RESH / OCN | LENS  | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flow<br>Through |
| #191                  |            | 196   | 0         | 0           | 196                 | 12                         | 14                    | 1                              | 169   | 9                          | 7                     | 2                         | 160         | 89.39%                             | 94.67%              | 95.81%                  |
| #192                  |            | 7     | 0         | 0           | 7                   | 0                          | 14                    | 0                              | 6     | 4                          | 1                     | 3                         | 2           | 66.67%                             | 33.33%              | 66.67%                  |
| #193                  |            | 530   | 0         | 0           | 530                 | 54                         | 7                     | 0                              | 469   | 27                         | 25                    | 2                         | 442         | 84.84%                             | 94.24%              | 94.65%                  |
| #194                  |            | 82    | 0         | 0           | 82                  | 26                         | 13                    | 0                              | 43    | 13                         | 11                    | 2                         | 30          | 44.78%                             | 69.77%              | 73.17%                  |
| #195                  |            | 4     | 0         | 0           | 4                   | 1                          | 0                     | 0                              | 3     | 1                          | 1                     | 0                         | 2           | 50.00%                             | 66.67%              | 66.67%                  |
| #196                  |            | 66    | 0         | 0           | 66                  | 7                          | 9                     | 0                              | 50    | 2                          | 1                     | 1                         | 48          | 85.71%                             | 96.00%              | 97.96%                  |
| #197                  |            | 75    | 0         | 0           | 75                  | 10                         | 6                     | 1                              | 58    | 7                          | 6                     | 1                         | 51          | 76.12%                             | 87.93%              | 89.47%                  |
| #198                  |            | 169   | 0         | 0           | 169                 | 29                         | 5                     | 0                              | 135   | 10                         | 10                    | 0                         | 125         | 76.22%                             | 92.59%              | 92.59%                  |
| #199                  |            | 20    | 0         | 0           | 20                  | 6                          | 4                     | 0                              | 10    | 4                          | 2                     | 2                         | 6           | 42.86%                             | 60.00%              | 75.00%                  |
| #200                  |            | 0     | 0         | 24          | 24                  | 1                          | 15                    | 1                              | 7     | 3                          | 2                     | 1                         | 4           | 57.14%                             | 57.14%              | 66.67%                  |
| #201                  |            | 0     | 0         | 4           | 4                   | 0                          | 2                     | 1                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%                 |
| #202                  |            | 22    | 0         | 0           | 22                  | 0                          | 10                    | 0                              | 12    | 5                          | 1                     | 4                         | 7           | 87.50%                             | 58.33%              | 87.50%                  |
| #203                  |            | 856   | 0         | 0           | 856                 | 111                        | 168                   | 11                             | 566   | 88                         | 56                    | 32                        | 478         | 74.11%                             | 84.45%              | 89.51%                  |
| #204                  |            | 48    | 0         | 0           | 48                  | 3                          | 16                    | 0                              | 29    | 9                          | 9                     | 0                         | 20          | 62.50%                             | 68.97%              | 68.97%                  |
| #205                  |            | 105   | 0         | 0           | 105                 | 12                         | 10                    | 0                              | 83    | 14                         | 14                    | 0                         | 69          | 72.63%                             | 83.13%              | 83.13%                  |
| #206                  |            | 811   | 0         | 0           | 811                 | 84                         | 52                    | 0                              | 675   | 62                         | 46                    | 16                        | 613         | 82.50%                             | 90.81%              | 93.02%                  |
| #207                  |            | 466   | 0         | 0           | 466                 | 37                         | 14                    | 2                              | 413   | 77                         | 65                    | 12                        | 336         | 76.71%                             | 81.36%              | 83.79%                  |
| #208                  |            | 110   | 0         | 0           | 110                 | 7                          | 21                    | 0                              | 82    | 2                          | 2                     | 0                         | 80          | 89.89%                             | 97.56%              | 97.56%                  |
| #209                  |            | 1084  | 0         | 0           | 1084                | 79                         | 83                    | 3                              | 919   | 32                         | 30                    | 2                         | 887         | 89.06%                             | 96.52%              | 96.73%                  |
| #210                  |            | 47    | 0         | 0           | 47                  | 0                          | 9                     | 3                              | 35    | 17                         | 14                    | 3                         | 18          | 56.25%                             | 51.43%              | 56.25%                  |
| #211                  |            | 2     | 0         | 0           | 2                   | 0                          | 2                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #212                  |            | 1321  | 0         | 0           | 1321                | 155                        | 36                    | 8                              | 1122  | 292                        | 278                   | 14                        | 830         | 65.72%                             | 73.98%              | 74.91%                  |
| #213                  |            | 14    | 0         | 0           | 14                  | 2                          | 1                     | 0                              | 11    | 6                          | 6                     | 0                         | 5           | 38.46%                             | 45.45%              | 45.45%                  |
| #214                  |            | 0     | 0         | 3           | 3                   | 0                          | 1                     | 0                              | 2     | 1                          | 1                     | 0                         | 1           | 50.00%                             | 50.00%              | 50.00%                  |
| #215                  |            | 37    | 0         | 0           | 37                  | 4                          | 1                     | 0                              | 32    | 3                          | 3                     | 0                         | 29          | 80.56%                             | 90.63%              | 90.63%                  |
| #216                  |            | 359   | 0         | 0           | 359                 | 32                         | 33                    | 1                              | 293   | 25                         | 18                    | 7                         | 268         | 84.28%                             | 91.47%              | 93.71%                  |
| #217                  |            | 1     | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1     | 1                          | 0                     | 1                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #218                  |            | 27603 | 0         | 0           | 27603               | 1978                       | 3705                  | 301                            | 21619 | 11605                      | 9006                  | 2599                      | 10014       | 47.69%                             | 46.32%              | 52.65%                  |
| #219                  |            | 2     | 0         | 0           | 2                   | 0                          | 1                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%                 |
| #220                  |            | 122   | 0         | 0           | 122                 | 0                          | 8                     | 0                              | 114   | 32                         | 30                    | 2                         | 82          | 73.21%                             | 71.93%              | 73.21%                  |
| #221                  |            | 10    | 0         | 0           | 10                  | 0                          | 0                     | 0                              | 10    | 5                          | 3                     | 2                         | 5           | 62.50%                             | 50.00%              | 62.50%                  |
| #222                  |            | 0     | 0         | 772         | 772                 | 1                          | 49                    | 0                              | 722   | 88                         | 86                    | 2                         | 634         | 87.93%                             | 87.81%              | 88.06%                  |
| #223                  |            | 68    | 0         | 0           | 68                  | 4                          | 2                     | 2                              | 60    | 10                         | 9                     | 1                         | 50          | 79.37%                             | 83.33%              | 84.75%                  |
| #224                  |            | 1086  | 0         | 0           | 1086                | 147                        | 91                    | 7                              | 841   | 51                         | 43                    | 8                         | 790         | 80.61%                             | 93.94%              | 94.84%                  |
| #225                  |            | 0     | 0         | 1539        | 1539                | 135                        | 109                   | 23                             | 1272  | 331                        | 295                   | 36                        | 941         | 68.64%                             | 73.98%              | 76.13%                  |
| #226                  |            | 31    | 0         | 0           | 31                  | 0                          | 9                     | 0                              | 22    | 3                          | 3                     | 0                         | 19          | 86.36%                             | 86.36%              | 86.36%                  |
| #227                  |            | 30    | 0         | 0           | 30                  | 2                          | 2                     | 1                              | 25    | 7                          | 5                     | 2                         | 18          | 72.00%                             | 72.00%              | 78.26%                  |
| #228                  |            | 230   | 0         | 0           | 230                 | 2                          | 9                     | 2                              | 217   | 79                         | 76                    | 3                         | 138         | 63.89%                             | 63.59%              | 64.49%                  |

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| AGGREGATE ORDER TYPES |             |          |           |           |                     |                            |                       |                                |             |                            |                       |                           |             |                                    |                     |                  |
|-----------------------|-------------|----------|-----------|-----------|---------------------|----------------------------|-----------------------|--------------------------------|-------------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|------------------|
| Company Info          |             |          |           |           |                     | LSR PR                     | OCESSING              |                                |             |                            |                       |                           |             | F                                  | LOWTHROUG           | 3H               |
| . ,                   |             |          |           |           |                     | LI                         | ESOG                  |                                |             |                            |                       |                           |             |                                    |                     |                  |
|                       |             | M        | echanized | Interface | Used                | Manual                     | Rejects               | Valid                          | ated        |                            | Errors                |                           |             |                                    |                     |                  |
| Name                  | RESH / OCN  | LENS     | EDI       | TAG       | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's       | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flow     |
|                       | KEOII / OOK |          |           |           |                     |                            |                       | ` '                            |             |                            |                       |                           |             |                                    |                     |                  |
| #229<br>#230          |             | 697<br>0 | 0         | 0<br>1142 | 697<br>1142         | 50<br>3                    | 49<br>54              | 0                              | 597<br>1085 | 52<br>128                  | 23<br>124             | 29<br>4                   | 545<br>957  | 88.19%<br>88.28%                   | 91.29%<br>88.20%    | 95.95%<br>88.53% |
| #231                  |             | 129      | 0         | 0         | 129                 | 6                          | 5                     | 7                              | 111         | 27                         | 27                    | 0                         | 84          | 71.79%                             | 75.68%              | 75.68%           |
| #232                  |             | 390      | 0         | 0         | 390                 | 38                         | 8                     | 2                              | 342         | 39                         | 32                    | 7                         | 303         | 81.23%                             | 88.60%              | 90.45%           |
| #233                  |             | 0        | 0         | 324       | 324                 | 2                          | 28                    | 0                              | 294         | 25                         | 21                    | 4                         | 269         | 92.12%                             | 91.50%              | 92.76%           |
| #233                  |             | 8        | 0         | 0         | 8                   | 2                          | 0                     | 0                              | 6           | 0                          | 0                     | 0                         | 6           | 75.00%                             | 100.00%             | 100.00%          |
| #235                  |             | 28       | 0         | 0         | 28                  | 2                          | 3                     | 1                              | 22          | 5                          | 4                     | 1                         | 17          | 73.91%                             | 77.27%              | 80.95%           |
| #236                  |             | 329      | 0         | 0         | 329                 | 46                         | 17                    | 0                              | 266         | 26                         | 15                    | 11                        | 240         | 73.91%                             | 90.23%              | 94.12%           |
| #237                  |             | 296      | 0         | 0         | 296                 | 13                         | 2                     | 1                              | 280         | 31                         | 30                    | 1                         | 240         | 79.73%<br>85.27%                   | 90.23%<br>88.93%    | 89.25%           |
| #238                  |             | 446      | 0         | 0         | 446                 | 24                         | 13                    | 0                              | 409         | 51                         | 51                    | 0                         | 358         | 82.68%                             | 87.53%              | 87.53%           |
| #239                  |             | 147      | 0         | 0         | 147                 | 23                         | 12                    | 0                              | 112         | 8                          | 5                     | 3                         | 104         | 78.79%                             | 92.86%              | 95.41%           |
| #239                  |             | 187      | 0         | 0         | 187                 | 46                         | 5                     | 0                              | 136         | 12                         | 7                     | 5                         | 124         | 70.06%                             | 91.18%              | 94.66%           |
| #240                  |             | 0        | 0         | 4         | 4                   | 2                          | 1                     | 0                              | 1           | 1                          | 0                     | 1                         | 0           | 0.00%                              | 0.00%               | 0.00%            |
| #242                  |             | 0        | 0         | 57        | 57                  | 21                         | 10                    | 0                              | 26          | 11                         | 7                     | 4                         | 15          | 34.88%                             | 57.69%              | 68.18%           |
| #243                  |             | 50       | 0         | 0         | 50                  | 2                          | 37                    | 1                              | 10          | 2                          | 2                     | 0                         | 8           | 66.67%                             | 80.00%              | 80.00%           |
| #243                  |             | 388      | 0         | 0         | 388                 | 28                         | 69                    | 8                              | 283         | 108                        | 78                    | 30                        | 175         | 62.28%                             | 61.84%              | 69.17%           |
| #245                  |             | 14       | 0         | 0         | 14                  | 1                          | 1                     | 0                              | 12          | 4                          | 4                     | 0                         | 8           | 61.54%                             | 66.67%              | 66.67%           |
| #246                  |             | 54       | 0         | 0         | 54                  | 6                          | 1                     | 0                              | 47          | 11                         | 10                    | 1                         | 36          | 69.23%                             | 76.60%              | 78.26%           |
| #247                  |             | 10       | 0         | 0         | 10                  | 0                          | 2                     | 0                              | 8           | 1                          | 10                    | 0                         | 7           | 87.50%                             | 87.50%              | 87.50%           |
| #248                  |             | 10       | 0         | 0         | 10                  | 2                          | 2                     | 1                              | 5           | 2                          | 2                     | 0                         | 3           | 42.86%                             | 60.00%              | 60.00%           |
| #249                  |             | 10       | 0         | 0         | 10                  | 7                          | 1                     | 0                              | 2           | 0                          | 0                     | 0                         | 2           | 22.22%                             | 100.00%             | 100.00%          |
| #250                  |             | 1794     | 0         | 0         | 1794                | 77                         | 132                   | 9                              | 1576        | 260                        | 235                   | 25                        | 1316        | 80.84%                             | 83.50%              | 84.85%           |
| #251                  |             | 10       | 0         | 0         | 10                  | 0                          | 7                     | 0                              | 3           | 2                          | 2                     | 0                         | 1           | 33.33%                             | 33.33%              | 33.33%           |
| #252                  |             | 235      | 0         | 0         | 235                 | 32                         | 15                    | 0                              | 188         | 25                         | 21                    | 4                         | 163         | 75.46%                             | 86.70%              | 88.59%           |
| #253                  |             | 9        | 0         | 0         | 9                   | 1                          | 0                     | 0                              | 8           | 4                          | 4                     | 0                         | 4           | 44.44%                             | 50.00%              | 50.00%           |
| #254                  |             | 290      | 0         | 0         | 290                 | 12                         | 23                    | 0                              | 255         | 47                         | 41                    | 6                         | 208         | 79.69%                             | 81.57%              | 83.53%           |
| #255                  |             | 32       | 0         | 0         | 32                  | 2                          | 4                     | 2                              | 24          | 2                          | 2                     | 0                         | 22          | 84.62%                             | 91.67%              | 91.67%           |
| #256                  |             | 1793     | 0         | 0         | 1793                | 35                         | 171                   | 3                              | 1584        | 163                        | 95                    | 68                        | 1421        | 91.62%                             | 89.71%              | 93.73%           |
| #257                  |             | 933      | 0         | 0         | 933                 | 82                         | 25                    | 4                              | 822         | 98                         | 90                    | 8                         | 724         | 80.80%                             | 88.08%              | 88.94%           |
| #258                  |             | 17       | 0         | 0         | 17                  | 2                          | 8                     | 0                              | 7           | 1                          | 0                     | 1                         | 6           | 75.00%                             | 85.71%              | 100.00%          |
| #259                  |             | 630      | 0         | 0         | 630                 | 27                         | 49                    | 2                              | 552         | 46                         | 43                    | 3                         | 506         | 87.85%                             | 91.67%              | 92.17%           |
| #260                  |             | 1        | 0         | 0         | 1                   | 0                          | 0                     | 0                              | 1           | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%          |
| #261                  |             | 2        | 0         | 0         | 2                   | 0                          | 0                     | 1                              | 1           | 1                          | 0                     | 1                         | 0           | 0.00%                              | 0.00%               | 0.00%            |
| #262                  |             | 1        | 0         | 0         | 1                   | 0                          | 0                     | 0                              | 1           | 1                          | 0                     | 1                         | 0           | 0.00%                              | 0.00%               | 0.00%            |
| #263                  |             | 718      | 0         | 0         | 718                 | 41                         | 38                    | 11                             | 628         | 104                        | 98                    | 6                         | 524         | 79.03%                             | 83.44%              | 84.24%           |
| #264                  |             | 209      | 0         | 0         | 209                 | 12                         | 12                    | 3                              | 182         | 24                         | 22                    | 2                         | 158         | 82.29%                             | 86.81%              | 87.78%           |
| #265                  |             | 5        | 0         | 0         | 5                   | 0                          | 1                     | 0                              | 4           | 1                          | 1                     | 0                         | 3           | 75.00%                             | 75.00%              | 75.00%           |
| #266                  |             | 0        | 8         | 0         | 8                   | 1                          | 1                     | 0                              | 6           | 0                          | 0                     | 0                         | 6           | 85.71%                             | 100.00%             | 100.00%          |

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## REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL) REPORT PERIOD: 07/01/2001 - 07/31/2001

| AGGREGATE ORDER TYPES |            |        |          |             |                     |                            |                       |                                |        |                            |                       |                           |             |                                    |                     |                         |
|-----------------------|------------|--------|----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|--------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|-------------------------|
| Company Info          |            |        |          |             |                     | LSR PR                     | OCESSING              |                                |        |                            |                       |                           |             | F                                  | LOWTHROUG           | H                       |
|                       |            |        |          |             |                     | LI                         | SOG                   |                                |        |                            |                       |                           |             |                                    |                     |                         |
|                       |            | Me     | chanized | Interface l | Used                | Manual                     | Rejects               | Valid                          | ated   |                            | Errors                |                           |             |                                    |                     |                         |
| Name                  | RESH / OCN | LENS   | EDI      | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's  | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flow<br>Through |
| #267                  |            | 0      | 38       | 0           | 38                  | 1                          | 2                     | 0                              | 35     | 17                         | 1                     | 16                        | 18          | 90.00%                             | 51.43%              | 94.74%                  |
| #268                  |            | 0      | 2        | 0           | 2                   | 0                          | 0                     | 0                              | 2      | 1                          | 0                     | 1                         | 1           | 100.00%                            | 50.00%              | 100.00%                 |
| #269                  |            | 0      | 1        | 0           | 1                   | 0                          | 0                     | 0                              | 1      | 1                          | 0                     | 1                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #270                  |            | 0      | 5        | 0           | 5                   | 1                          | 0                     | 0                              | 4      | 1                          | 0                     | 1                         | 3           | 75.00%                             | 75.00%              | 100.00%                 |
| #271                  |            | 1      | 0        | 0           | 1                   | 0                          | 0                     | 0                              | 1      | 1                          | 0                     | 1                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #272                  |            | 5      | 0        | 0           | 5                   | 0                          | 4                     | 0                              | 1      | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%                 |
| LENS Subtotal         |            | 183318 | 0        | 0           | 183318              | 14918                      | 16816                 | 910                            | 150674 | 32061                      | 25631                 | 6430                      | 118613      | 74.52%                             | 78.72%              | 82.23%                  |
| EDI Subtotal          |            | 0      | 33751    | 0           | 33751               | 1668                       | 6753                  | 12                             | 25318  | 7344                       | 5725                  | 1619                      | 17974       | 70.86%                             | 70.99%              | 75.84%                  |
| TAG Subtotal          |            | 0      | 0        | 26988       | 26988               | 662                        | 1606                  | 157                            | 24563  | 4317                       | 3787                  | 530                       | 20246       | 81.98%                             | 82.42%              | 84.24%                  |
| TOTAL INTERFACES      |            | 183318 | 33751    | 26988       | 244057              | 17248                      | 25175                 | 1079                           | 200555 | 43722                      | 35143                 | 8579                      | 156833      | 74.96%                             | 78.20%              | 81.69%                  |

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| REGATE ORDER TYPE | :0         |      | <u> </u>  |           |            |                 |               |                  |       |                 |            |                |             |                     |             | L            |
|-------------------|------------|------|-----------|-----------|------------|-----------------|---------------|------------------|-------|-----------------|------------|----------------|-------------|---------------------|-------------|--------------|
| Company Info      |            |      |           |           |            |                 | OCESSING      |                  |       |                 |            |                |             | F                   | LOWTHROUG   | iΗ           |
|                   |            |      |           |           |            | LI              | ESOG          |                  |       |                 |            |                |             |                     |             |              |
|                   |            | M    | echanized | Interface | Used       | Manual          | Rejects       | Valid            | ated  |                 | Errors     |                |             |                     |             |              |
|                   |            |      |           |           | Total Mech | Total<br>Manual | Auto          | Pending<br>Supps |       | Total<br>System | BST Caused | CLEC<br>Caused |             | Percent<br>Achieved | Base        | Percent Flor |
| Name              | RESH / OCN | LENS | EDI       | TAG       | LSR's      | Fallout         | Clarification | (Z Status)       | LSR's | Fallout         | Fallout    | Fallout        | Issued SO's | Flowthrough         | Calculation | Through      |
| #1                |            | 2    | 0         | 0         | 2          | 0               | 1             | 0                | 1     | 0               | 0          | 0              | 1           | 100.00%             | 100.00%     | 100.00%      |
| #2                |            | 3    | 0         | 0         | 3          | 1               | 1             | 0                | 1     | 0               | 0          | 0              | 1           | 50.00%              | 100.00%     | 100.00%      |
| #3                |            | 0    | 0         | 1         | 1          | 0               | 0             | 0                | 1     | 1               | 1          | 0              | 0           | 0.00%               | 0.00%       | 0.00%        |
| #4                |            | 0    | 0         | 36        | 36         | 8               | 11            | 0                | 17    | 8               | 3          | 5              | 9           | 45.00%              | 52.94%      | 75.00%       |
| #5                |            | 10   | 0         | 0         | 10         | 2               | 1             | 0                | 7     | 2               | 1          | 1              | 5           | 62.50%              | 71.43%      | 83.33%       |
| #6                |            | 9    | 0         | 0         | 9          | 0               | 1             | 0                | 8     | 2               | 2          | 0              | 6           | 75.00%              | 75.00%      | 75.00%       |
| #7                |            | 4    | 0         | 0         | 4          | 1               | 0             | 0                | 3     | 1               | 0          | 1              | 2           | 66.67%              | 66.67%      | 100.00%      |
| #8                |            | 42   | 0         | 0         | 42         | 0               | 3             | 2                | 37    | 15              | 10         | 5              | 22          | 68.75%              | 59.46%      | 68.75%       |
| #9                |            | 66   | 0         | 0         | 66         | 24              | 19            | 1                | 22    | 8               | 7          | 1              | 14          | 31.11%              | 63.64%      | 66.67%       |
| #10               |            | 6    | 0         | 0         | 6          | 2               | 0             | 0                | 4     | 1               | 1          | 0              | 3           | 50.00%              | 75.00%      | 75.00%       |
| #11               |            | 24   | 0         | 0         | 24         | 7               | 2             | 0                | 15    | 5               | 5          | 0              | 10          | 45.45%              | 66.67%      | 66.67%       |
| #12               |            | 32   | 0         | 0         | 32         | 7               | 8             | 0                | 17    | 7               | 3          | 4              | 10          | 50.00%              | 58.82%      | 76.92%       |
| #13               |            | 43   | 0         | 0         | 43         | 2               | 10            | 0                | 31    | 15              | 7          | 8              | 16          | 64.00%              | 51.61%      | 69.57%       |
| #14               |            | 16   | 0         | 0         | 16         | 0               | 0             | 1                | 15    | 5               | 4          | 1              | 10          | 71.43%              | 66.67%      | 71.43%       |
| #15               |            | 1    | 0         | 0         | 1          | 0               | 0             | 0                | 1     | 0               | 0          | 0              | 1           | 100.00%             | 100.00%     | 100.00%      |
| #16               |            | 3    | 0         | 0         | 3          | 1               | 0             | 0                | 2     | 0               | 0          | 0              | 2           | 66.67%              | 100.00%     | 100.00%      |
| #17               |            | 68   | 0         | 0         | 68         | 3               | 6             | 1                | 58    | 13              | 13         | 0              | 45          | 73.77%              | 77.59%      | 77.59%       |
| #18               |            | 15   | 0         | 0         | 15         | 0               | 3             | 0                | 12    | 5               | 5          | 0              | 7           | 58.33%              | 58.33%      | 58.33%       |
| #19               |            | 147  | 0         | 0         | 147        | 42              | 12            | 5                | 88    | 33              | 28         | 5              | 55          | 44.00%              | 62.50%      | 66.27%       |
| #20               |            | 289  | 0         | 0         | 289        | 31              | 28            | 19               | 211   | 89              | 82         | 7              | 122         | 51.91%              | 57.82%      | 59.80%       |
| #21               |            | 1    | 0         | 0         | 1          | 1               | 0             | 0                | 0     | 0               | 0          | 0              | 0           | 0.00%               | 0.00%       | 0.00%        |
| #22               |            | 26   | 0         | 0         | 26         | 5               | 8             | 0                | 13    | 5               | 4          | 1              | 8           | 47.06%              | 61.54%      | 66.67%       |
| #23               |            | 4    | 0         | 0         | 4          | 0               | 2             | 0                | 2     | 0               | 0          | 0              | 2           | 100.00%             | 100.00%     | 100.00%      |
| #24               |            | 10   | 0         | 0         | 10         | 6               | 0             | 0                | 4     | 2               | 2          | 0              | 2           | 20.00%              | 50.00%      | 50.00%       |
| #25               |            | 8    | 0         | 0         | 8          | 0               | 4             | 0                | 4     | 4               | 4          | 0              | 0           | 0.00%               | 0.00%       | 0.00%        |
| #26               |            | 55   | 0         | 0         | 55         | 5               | 2             | 0                | 48    | 30              | 25         | 5              | 18          | 37.50%              | 37.50%      | 41.86%       |
| #27               |            | 0    | 8         | 0         | 8          | 0               | 2             | 0                | 6     | 3               | 3          | 0              | 3           | 50.00%              | 50.00%      | 50.00%       |
| #28               |            | 2    | 0         | 0         | 2          | 0               | 1             | 0                | 1     | 0               | 0          | 0              | 1           | 100.00%             | 100.00%     | 100.00%      |
| #29               |            | 51   | 0         | 0         | 51         | 3               | 25            | 1                | 22    | 10              | 9          | 1              | 12          | 50.00%              | 54.55%      | 57.14%       |
| #30               |            | 21   | 0         | 0         | 21         | 9               | 1             | 0                | 11    | 0               | 0          | 0              | 11          | 55.00%              | 100.00%     | 100.00%      |
| #31               |            | 2    | 0         | 0         | 2          | 0               | 0             | 0                | 2     | 0               | 0          | 0              | 2           | 100.00%             | 100.00%     | 100.00%      |
| #32               |            | 12   | 0         | 0         | 12         | 2               | 3             | 0                | 7     | 1               | 0          | 1              | 6           | 75.00%              | 85.71%      | 100.00%      |
| #33               |            | 18   | 0         | 0         | 18         | 6               | 3             | 0                | 9     | 1               | 1          | 0              | 8           | 53.33%              | 88.89%      | 88.89%       |
| #34               |            | 116  | 0         | 0         | 116        | 30              | 8             | 9                | 69    | 26              | 23         | 3              | 43          | 44.79%              | 62.32%      | 65.15%       |
| #35               |            | 0    | 1         | 0         | 1          | 1               | 0             | 0                | 0     | 0               | 0          | 0              | 0           | 0.00%               | 0.00%       | 0.00%        |
| #36               |            | 4    | 0         | 0         | 4          | 0               | 2             | 0                | 2     | 0               | 0          | 0              | 2           | 100.00%             | 100.00%     | 100.00%      |
| #37               |            | 3    | 0         | 0         | 3          | 1               | 0             | 0                | 2     | 0               | 0          | 0              | 2           | 66.67%              | 100.00%     | 100.00%      |
| #38               |            | 4    | 0         | 0         | 4          | 3               | 1             | 0                | 0     | 0               | 0          | 0              | 0           | 0.00%               | 0.00%       | 0.00%        |

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| AGGREGATE ORDER TYPES |            |      |           |             |                     |                            |                       |                                |         |                            |                       |                           |             |                                    |                     |                  |
|-----------------------|------------|------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|---------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|------------------|
| Company Info          |            |      |           |             |                     | LSR PR                     | OCESSING              |                                |         |                            |                       |                           |             | F                                  | LOWTHROUG           | 3H               |
| . ,                   |            |      |           |             |                     | LE                         | SOG                   |                                |         |                            |                       |                           |             |                                    |                     |                  |
|                       |            | Me   | echanized | Interface I | Used                | Manual                     | Rejects               | Valid                          | ated    |                            | Errors                |                           |             |                                    |                     |                  |
| Name                  | RESH / OCN | LENS | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's   | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flow     |
|                       | 0,         | 0    | 0         | 17          | 17                  | 0                          | 2                     | 0                              |         |                            | 9                     | 0                         | 6           | 40.00%                             | 40.00%              |                  |
| #39<br>#40            |            | 0    | 0         | 6           | 6                   | 0                          | 0                     | 0                              | 15<br>6 | 9                          | 5                     | 0                         | 1           | 16.67%                             | 16.67%              | 40.00%<br>16.67% |
| #41                   |            | 0    | 0         | 10          | 10                  | 0                          | 0                     | 0                              | 10      | 8                          | 7                     | 1                         | 2           | 22.22%                             | 20.00%              | 22.22%           |
| #42                   |            | 0    | 0         | 3           | 3                   | 0                          | 0                     | 0                              | 3       | 0                          | 0                     | 0                         | 3           | 100.00%                            | 100.00%             | 100.00%          |
| #43                   |            | 0    | 0         | 3           | 3                   | 0                          | 0                     | 0                              | 3       | 1                          | 1                     | 0                         | 2           | 66.67%                             | 66.67%              | 66.67%           |
| #44                   |            | 15   | 0         | 0           | 15                  | 2                          | 3                     | 0                              | 10      | 2                          | 2                     | 0                         | 8           | 66.67%                             | 80.00%              | 80.00%           |
| #45                   |            | 3    | 0         | 0           | 3                   | 0                          | 0                     | 0                              | 3       | 1                          | 1                     | 0                         | 2           | 66.67%                             | 66.67%              | 66.67%           |
| #46                   |            | 4    | 0         | 0           | 4                   | 0                          | 0                     | 0                              | 4       | 1                          | 1                     | 0                         | 3           | 75.00%                             | 75.00%              | 75.00%           |
| #47                   |            | 0    | 149       | 0           | 149                 | 68                         | 21                    | 1                              | 59      | 11                         | 7                     | 4                         | 48          | 39.02%                             | 81.36%              | 87.27%           |
| #48                   |            | 27   | 0         | 0           | 27                  | 5                          | 13                    | 0                              | 9       | 3                          | 3                     | 0                         | 6           | 42.86%                             | 66.67%              | 66.67%           |
| #49                   |            | 1068 | 0         | 0           | 1068                | 327                        | 71                    | 15                             | 655     | 356                        | 307                   | 49                        | 299         | 32.05%                             | 45.65%              | 49.34%           |
| #50                   |            | 9    | 0         | 0           | 9                   | 0                          | 1                     | 1                              | 7       | 4                          | 3                     | 1                         | 3           | 50.00%                             | 42.86%              | 50.00%           |
| #51                   |            | 1    | 0         | 0           | 1                   | 0                          | 1                     | 0                              | 0       | 0                          | 0                     | 0                         | 0           | 0.00%                              | 0.00%               | 0.00%            |
| #52                   |            | 1    | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1       | 1                          | 0                     | 1                         | 0           | 0.00%                              | 0.00%               | 0.00%            |
| #53                   |            | 6    | 0         | 0           | 6                   | 1                          | 0                     | 0                              | 5       | 1                          | 1                     | 0                         | 4           | 66.67%                             | 80.00%              | 80.00%           |
| #54                   |            | 7    | 0         | 0           | 7                   | 0                          | 0                     | 1                              | 6       | 1                          | 1                     | 0                         | 5           | 83.33%                             | 83.33%              | 83.33%           |
| #55                   |            | 15   | 0         | 0           | 15                  | 3                          | 5                     | 0                              | 7       | 0                          | 0                     | 0                         | 7           | 70.00%                             | 100.00%             | 100.00%          |
| #56                   |            | 10   | 0         | 0           | 10                  | 0                          | 2                     | 0                              | 8       | 0                          | 0                     | 0                         | 8           | 100.00%                            | 100.00%             | 100.00%          |
| #57                   |            | 1    | 0         | 0           | 1                   | 1                          | 0                     | 0                              | 0       | 0                          | 0                     | 0                         | 0           | 0.00%                              | 0.00%               | 0.00%            |
| #58                   |            | 7    | 0         | 0           | 7                   | 3                          | 1                     | 0                              | 3       | 1                          | 1                     | 0                         | 2           | 33.33%                             | 66.67%              | 66.67%           |
| #59                   |            | 9    | 0         | 0           | 9                   | 5                          | 1                     | 0                              | 3       | 0                          | 0                     | 0                         | 3           | 37.50%                             | 100.00%             | 100.00%          |
| #60                   |            | 0    | 0         | 36          | 36                  | 15                         | 1                     | 0                              | 20      | 5                          | 3                     | 2                         | 15          | 45.45%                             | 75.00%              | 83.33%           |
| #61                   |            | 2    | 0         | 0           | 2                   | 0                          | 0                     | 0                              | 2       | 0                          | 0                     | 0                         | 2           | 100.00%                            | 100.00%             | 100.00%          |
| #62                   |            | 0    | 0         | 68          | 68                  | 19                         | 5                     | 0                              | 44      | 24                         | 19                    | 5                         | 20          | 34.48%                             | 45.45%              | 51.28%           |
| #63                   |            | 11   | 0         | 0           | 11                  | 2                          | 6                     | 0                              | 3       | 0                          | 0                     | 0                         | 3           | 60.00%                             | 100.00%             | 100.00%          |
| #64                   |            | 43   | 0         | 0           | 43                  | 17                         | 3                     | 1                              | 22      | 12                         | 12                    | 0                         | 10          | 25.64%                             | 45.45%              | 45.45%           |
| #65                   |            | 146  | 0         | 0           | 146                 | 24                         | 19                    | 3                              | 100     | 47                         | 31                    | 16                        | 53          | 49.07%                             | 53.00%              | 63.10%           |
| #66                   |            | 4    | 0         | 0           | 4                   | 0                          | 2                     | 0                              | 2       | 0                          | 0                     | 0                         | 2           | 100.00%                            | 100.00%             | 100.00%          |
| #67                   |            | 5    | 0         | 0           | 5                   | 0                          | 1                     | 0                              | 4       | 1                          | 1                     | 0                         | 3           | 75.00%                             | 75.00%              | 75.00%           |
| #68                   |            | 0    | 757       | 0           | 757                 | 292                        | 94                    | 6                              | 365     | 166                        | 104                   | 62                        | 199         | 33.45%                             | 54.52%              | 65.68%           |
| #69                   |            | 82   | 0         | 0           | 82                  | 14                         | 9                     | 1                              | 58      | 23                         | 21                    | 2                         | 35          | 50.00%                             | 60.34%              | 62.50%           |
| #70                   |            | 4    | 0         | 0           | 4                   | 0                          | 1                     | 0                              | 3       | 3                          | 2                     | 1                         | 0           | 0.00%                              | 0.00%               | 0.00%            |
| #71                   |            | 1    | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1       | 1                          | 1                     | 0                         | 0           | 0.00%                              | 0.00%               | 0.00%            |
| #72                   |            | 2    | 0         | 0           | 2                   | 0                          | 1                     | 0                              | 1       | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%          |
| #73                   |            | 1    | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1       | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%          |
| #74                   |            | 21   | 0         | 0           | 21                  | 6                          | 1                     | 0                              | 14      | 3                          | 3                     | 0                         | 11          | 55.00%                             | 78.57%              | 78.57%           |
| #75                   |            | 8    | 0         | 0           | 8                   | 3                          | 1                     | 0                              | 4       | 0                          | 0                     | 0                         | 4           | 57.14%                             | 100.00%             | 100.00%          |
| #76                   |            | 3    | 0         | 0           | 3                   | 1                          | 0                     | 0                              | 2       | 0                          | 0                     | 0                         | 2           | 66.67%                             | 100.00%             | 100.00%          |

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| REGATE ORDER TYPE | 3          |      |           |             |            |                 |               |                  |       |                 |            |                |             |                     |             |             |
|-------------------|------------|------|-----------|-------------|------------|-----------------|---------------|------------------|-------|-----------------|------------|----------------|-------------|---------------------|-------------|-------------|
| Company Info      |            |      |           |             |            |                 | OCESSING      |                  |       |                 |            |                |             | F                   | LOWTHROUG   | H           |
|                   |            |      |           |             |            | LI              | SOG           |                  |       |                 |            |                |             |                     |             |             |
|                   |            | M    | echanized | Interface l | Jsed       | Manual          | Rejects       | Valid            | ated  |                 | Errors     |                |             |                     |             |             |
|                   |            |      |           |             | Total Mech | Total<br>Manual | Auto          | Pending<br>Supps |       | Total<br>System | BST Caused | CLEC<br>Caused |             | Percent<br>Achieved | Base        | Percent Flo |
| Name              | RESH / OCN | LENS | EDI       | TAG         | LSR's      | Fallout         | Clarification | (Z Status)       | LSR's | Fallout         | Fallout    | Fallout        | Issued SO's | Flowthrough         | Calculation | Through     |
| #77               |            | 1    | 0         | 0           | 1          | 0               | 0             | 0                | 1     | 0               | 0          | 0              | 1           | 100.00%             | 100.00%     | 100.00%     |
| #78               |            | 60   | 0         | 0           | 60         | 15              | 5             | 0                | 40    | 16              | 14         | 2              | 24          | 45.28%              | 60.00%      | 63.16%      |
| #79               |            | 33   | 0         | 0           | 33         | 15              | 3             | 2                | 13    | 3               | 3          | 0              | 10          | 35.71%              | 76.92%      | 76.92%      |
| #80               |            | 6    | 0         | 0           | 6          | 0               | 2             | 0                | 4     | 0               | 0          | 0              | 4           | 100.00%             | 100.00%     | 100.00%     |
| #81               |            | 12   | 0         | 0           | 12         | 0               | 0             | 0                | 12    | 0               | 0          | 0              | 12          | 100.00%             | 100.00%     | 100.00%     |
| #82               |            | 28   | 0         | 0           | 28         | 0               | 0             | 0                | 28    | 12              | 11         | 1              | 16          | 59.26%              | 57.14%      | 59.26%      |
| #83               |            | 3    | 0         | 0           | 3          | 1               | 1             | 0                | 1     | 0               | 0          | 0              | 1           | 50.00%              | 100.00%     | 100.00%     |
| #84               |            | 8    | 0         | 0           | 8          | 0               | 2             | 0                | 6     | 3               | 3          | 0              | 3           | 50.00%              | 50.00%      | 50.00%      |
| #85               |            | 4    | 0         | 0           | 4          | 0               | 1             | 0                | 3     | 0               | 0          | 0              | 3           | 100.00%             | 100.00%     | 100.00%     |
| #86               |            | 24   | 0         | 0           | 24         | 1               | 2             | 0                | 21    | 4               | 4          | 0              | 17          | 77.27%              | 80.95%      | 80.95%      |
| #87               |            | 19   | 0         | 0           | 19         | 4               | 5             | 1                | 9     | 1               | 1          | 0              | 8           | 61.54%              | 88.89%      | 88.89%      |
| #88               |            | 0    | 0         | 19          | 19         | 2               | 17            | 0                | 0     | 0               | 0          | 0              | 0           | 0.00%               | 0.00%       | 0.00%       |
| #89               |            | 0    | 0         | 8           | 8          | 2               | 1             | 0                | 5     | 4               | 1          | 3              | 1           | 25.00%              | 20.00%      | 50.00%      |
| #90               |            | 0    | 0         | 15          | 15         | 4               | 3             | 0                | 8     | 4               | 2          | 2              | 4           | 40.00%              | 50.00%      | 66.67%      |
| #91               |            | 0    | 0         | 3           | 3          | 0               | 0             | 0                | 3     | 3               | 2          | 1              | 0           | 0.00%               | 0.00%       | 0.00%       |
| #92               |            | 2    | 0         | 0           | 2          | 1               | 1             | 0                | 0     | 0               | 0          | 0              | 0           | 0.00%               | 0.00%       | 0.00%       |
| #93               |            | 2    | 0         | 0           | 2          | 2               | 0             | 0                | 0     | 0               | 0          | 0              | 0           | 0.00%               | 0.00%       | 0.00%       |
| #94               |            | 48   | 0         | 0           | 48         | 20              | 10            | 0                | 18    | 8               | 6          | 2              | 10          | 27.78%              | 55.56%      | 62.50%      |
| #95               |            | 6    | 0         | 0           | 6          | 0               | 3             | 0                | 3     | 1               | 1          | 0              | 2           | 66.67%              | 66.67%      | 66.67%      |
| #96               |            | 7    | 0         | 0           | 7          | 2               | 1             | 0                | 4     | 0               | 0          | 0              | 4           | 66.67%              | 100.00%     | 100.00%     |
| #97               |            | 5    | 0         | 0           | 5          | 0               | 0             | 0                | 5     | 0               | 0          | 0              | 5           | 100.00%             | 100.00%     | 100.00%     |
| #98               |            | 2    | 0         | 0           | 2          | 2               | 0             | 0                | 0     | 0               | 0          | 0              | 0           | 0.00%               | 0.00%       | 0.00%       |
| #99               |            | 5    | 0         | 0           | 5          | 0               | 0             | 0                | 5     | 0               | 0          | 0              | 5           | 100.00%             | 100.00%     | 100.00%     |
| #100              |            | 3    | 0         | 0           | 3          | 0               | 0             | 0                | 3     | 3               | 2          | 1              | 0           | 0.00%               | 0.00%       | 0.00%       |
| #101              |            | 27   | 0         | 0           | 27         | 9               | 5             | 0                | 13    | 5               | 4          | 1              | 8           | 38.10%              | 61.54%      | 66.67%      |
| #102              |            | 3    | 0         | 0           | 3          | 0               | 0             | 0                | 3     | 3               | 3          | 0              | 0           | 0.00%               | 0.00%       | 0.00%       |
| #103              |            | 14   | 0         | 0           | 14         | 3               | 2             | 0                | 9     | 2               | 2          | 0              | 7           | 58.33%              | 77.78%      | 77.78%      |
| #104              |            | 0    | 0         | 86          | 86         | 28              | 20            | 3                | 35    | 31              | 28         | 3              | 4           | 6.67%               | 11.43%      | 12.50%      |
| #105              |            | 1301 | 0         | 0           | 1301       | 560             | 114           | 33               | 594   | 207             | 176        | 31             | 387         | 34.46%              | 65.15%      | 68.74%      |
| #106              |            | 4    | 0         | 0           | 4          | 2               | 0             | 0                | 2     | 0               | 0          | 0              | 2           | 50.00%              | 100.00%     | 100.00%     |
| #107              |            | 9    | 0         | 0           | 9          | 2               | 3             | 1                | 3     | 1               | 0          | 1              | 2           | 50.00%              | 66.67%      | 100.00%     |
| #108              |            | 1    | 0         | 0           | 1          | 1               | 0             | 0                | 0     | 0               | 0          | 0              | 0           | 0.00%               | 0.00%       | 0.00%       |
| #109              |            | 1    | 0         | 0           | 1          | 0               | 0             | 0                | 1     | 0               | 0          | 0              | 1           | 100.00%             | 100.00%     | 100.00%     |
| #110              |            | 0    | 0         | 1           | 1          | 0               | 0             | 0                | 1     | 0               | 0          | 0              | 1           | 100.00%             | 100.00%     | 100.00%     |
| #111              |            | 1    | 0         | 0           | 1          | 0               | 0             | 0                | 1     | 0               | 0          | 0              | 1           | 100.00%             | 100.00%     | 100.00%     |
| #112              |            | 4    | 0         | 0           | 4          | 0               | 1             | 0                | 3     | 2               | 2          | 0              | 1           | 33.33%              | 33.33%      | 33.33%      |
| #113              |            | 0    | 0         | 5           | 5          | 2               | 1             | 0                | 2     | 0               | 0          | 0              | 2           | 50.00%              | 100.00%     | 100.00%     |
| #114              |            | 43   | 0         | 0           | 43         | 7               | 3             | 0                | 33    | 15              | 14         | 1              | 18          | 46.15%              | 54.55%      | 56.25%      |

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| AGGREGATE ORDER TYPES |            |      |           |             |            |         |               |            |       |         |            |         |             |             |             |              |
|-----------------------|------------|------|-----------|-------------|------------|---------|---------------|------------|-------|---------|------------|---------|-------------|-------------|-------------|--------------|
| Company Info          |            |      |           |             |            | LSR PR  | OCESSING      |            |       |         |            |         |             | F           | LOWTHROUG   | SH .         |
| . ,                   |            |      |           |             |            | LI      | ESOG          |            |       |         |            |         |             |             |             |              |
|                       |            | M    | echanized | Interface I | Used       | Manual  | Rejects       | Valid      | ated  |         | Errors     |         |             |             |             |              |
|                       |            |      |           |             |            | Total   | ,             | Pending    |       | Total   |            | CLEC    |             | Percent     |             |              |
|                       |            |      |           |             | Total Mech | Manual  | Auto          | Supps      |       | System  | BST Caused | Caused  |             | Achieved    | Base        | Percent Flow |
| Name                  | RESH / OCN | LENS | EDI       | TAG         | LSR's      | Fallout | Clarification | (Z Status) | LSR's | Fallout | Fallout    | Fallout | Issued SO's | Flowthrough | Calculation | Through      |
| #115                  |            | 0    | 0         | 3           | 3          | 1       | 0             | 0          | 2     | 1       | 1          | 0       | 1           | 33.33%      | 50.00%      | 50.00%       |
| #116                  |            | 5    | 0         | 0           | 5          | 1       | 0             | 0          | 4     | 3       | 1          | 2       | 1           | 33.33%      | 25.00%      | 50.00%       |
| #117                  |            | 2    | 0         | 0           | 2          | 0       | 1             | 0          | 1     | 1       | 0          | 1       | 0           | 0.00%       | 0.00%       | 0.00%        |
| #118                  |            | 5    | 0         | 0           | 5          | 1       | 0             | 0          | 4     | 2       | 2          | 0       | 2           | 40.00%      | 50.00%      | 50.00%       |
| #119                  |            | 50   | 0         | 0           | 50         | 20      | 2             | 3          | 25    | 4       | 4          | 0       | 21          | 46.67%      | 84.00%      | 84.00%       |
| #120                  |            | 0    | 0         | 32          | 32         | 0       | 11            | 2          | 19    | 13      | 13         | 0       | 6           | 31.58%      | 31.58%      | 31.58%       |
| #121                  |            | 12   | 0         | 0           | 12         | 1       | 1             | 0          | 10    | 3       | 2          | 1       | 7           | 70.00%      | 70.00%      | 77.78%       |
| #122                  |            | 35   | 0         | 0           | 35         | 4       | 4             | 1          | 26    | 13      | 9          | 4       | 13          | 50.00%      | 50.00%      | 59.09%       |
| #123                  |            | 24   | 0         | 0           | 24         | 2       | 11            | 0          | 11    | 1       | 1          | 0       | 10          | 76.92%      | 90.91%      | 90.91%       |
| #124                  |            | 34   | 0         | 0           | 34         | 10      | 3             | 0          | 21    | 8       | 8          | 0       | 13          | 41.94%      | 61.90%      | 61.90%       |
| #125                  |            | 0    | 0         | 3           | 3          | 0       | 1             | 1          | 1     | 1       | 0          | 1       | 0           | 0.00%       | 0.00%       | 0.00%        |
| #126                  |            | 0    | 0         | 5           | 5          | 5       | 0             | 0          | 0     | 0       | 0          | 0       | 0           | 0.00%       | 0.00%       | 0.00%        |
| #127                  |            | 2    | 0         | 0           | 2          | 0       | 1             | 0          | 1     | 1       | 1          | 0       | 0           | 0.00%       | 0.00%       | 0.00%        |
| #128                  |            | 2    | 0         | 0           | 2          | 0       | 0             | 0          | 2     | 0       | 0          | 0       | 2           | 100.00%     | 100.00%     | 100.00%      |
| #129                  |            | 11   | 0         | 0           | 11         | 5       | 1             | 0          | 5     | 4       | 3          | 1       | 1           | 11.11%      | 20.00%      | 25.00%       |
| #130                  |            | 6    | 0         | 0           | 6          | 2       | 0             | 0          | 4     | 0       | 0          | 0       | 4           | 66.67%      | 100.00%     | 100.00%      |
| #131                  |            | 23   | 0         | 0           | 23         | 2       | 4             | 4          | 13    | 2       | 2          | 0       | 11          | 73.33%      | 84.62%      | 84.62%       |
| #132                  |            | 11   | 0         | 0           | 11         | 0       | 0             | 3          | 8     | 1       | 1          | 0       | 7           | 87.50%      | 87.50%      | 87.50%       |
| #133                  |            | 4    | 0         | 0           | 4          | 1       | 0             | 0          | 3     | 3       | 2          | 1       | 0           | 0.00%       | 0.00%       | 0.00%        |
| #134                  |            | 5    | 0         | 0           | 5          | 3       | 1             | 0          | 1     | 1       | 0          | 1       | 0           | 0.00%       | 0.00%       | 0.00%        |
| #135                  |            | 8    | 0         | 0           | 8          | 1       | 4             | 0          | 3     | 1       | 1          | 0       | 2           | 50.00%      | 66.67%      | 66.67%       |
| #136                  |            | 13   | 0         | 0           | 13         | 2       | 2             | 2          | 7     | 3       | 1          | 2       | 4           | 57.14%      | 57.14%      | 80.00%       |
| #137                  |            | 23   | 0         | 0           | 23         | 1       | 3             | 0          | 19    | 12      | 10         | 2       | 7           | 38.89%      | 36.84%      | 41.18%       |
| #138                  |            | 9    | 0         | 0           | 9          | 4       | 1             | 0          | 4     | 4       | 3          | 1       | 0           | 0.00%       | 0.00%       | 0.00%        |
| #139                  |            | 4    | 0         | 0           | 4          | 0       | 3             | 0          | 1     | 0       | 0          | 0       | 1           | 100.00%     | 100.00%     | 100.00%      |
| #140                  |            | 16   | 0         | 0           | 16         | 4       | 0             | 0          | 12    | 2       | 2          | 0       | 10          | 62.50%      | 83.33%      | 83.33%       |
| #141                  |            | 73   | 0         | 0           | 73         | 41      | 8             | 2          | 22    | 12      | 5          | 7       | 10          | 17.86%      | 45.45%      | 66.67%       |
| #142                  |            | 8    | 0         | 0           | 8          | 11      | 4             | 0          | 3     | 1       | 1          | 0       | 2           | 50.00%      | 66.67%      | 66.67%       |
| #143                  |            | 51   | 0         | 0           | 51         | 10      | 7             | 1          | 33    | 16      | 8          | 8       | 17          | 48.57%      | 51.52%      | 68.00%       |
| #144                  |            | 735  | 0         | 0           | 735        | 130     | 82            | 17         | 506   | 252     | 199        | 53      | 254         | 43.57%      | 50.20%      | 56.07%       |
| #145                  |            | 0    | 41        | 0           | 41         | 11      | 8             | 0          | 22    | 15      | 13         | 2       | 7           | 22.58%      | 31.82%      | 35.00%       |
| #146                  |            | 562  | 0         | 0           | 562        | 102     | 61            | 10         | 389   | 181     | 138        | 43      | 208         | 46.43%      | 53.47%      | 60.12%       |
| #147                  |            | 56   | 0         | 0           | 56         | 9       | 19            | 1          | 27    | 7       | 5          | 2       | 20          | 58.82%      | 74.07%      | 80.00%       |
| #148                  |            | 312  | 0         | 0           | 312        | 43      | 34            | 12         | 223   | 91      | 71         | 20      | 132         | 53.66%      | 59.19%      | 65.02%       |
| #149                  |            | 115  | 0         | 0           | 115        | 25      | 5             | 4          | 81    | 40      | 33         | 7       | 41          | 41.41%      | 50.62%      | 55.41%       |
| #150                  |            | 4    | 0         | 0           | 4          | 1       | 1             | 0          | 2     | 1       | 1          | 0       | 1           | 33.33%      | 50.00%      | 50.00%       |
| #151                  |            | 223  | 0         | 0           | 223        | 28      | 24            | 6          | 165   | 92      | 44         | 48      | 73          | 50.34%      | 44.24%      | 62.39%       |
| #152                  |            | 4    | 0         | 0           | 4          | 1       | 0             | 0          | 3     | 1       | 1          | 0       | 2           | 50.00%      | 66.67%      | 66.67%       |

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| AGGREGATE ORDER TYPES |            |      |           |             |                     |                   |                       |                     |       |                   |                       |                   |             |                         |                     |                         |
|-----------------------|------------|------|-----------|-------------|---------------------|-------------------|-----------------------|---------------------|-------|-------------------|-----------------------|-------------------|-------------|-------------------------|---------------------|-------------------------|
| Company Info          |            |      |           |             |                     | LSR PR            | OCESSING              |                     |       |                   |                       |                   |             | F                       | LOWTHROUG           | SH .                    |
| . ,                   |            |      |           |             |                     | LI                | ESOG                  |                     |       |                   |                       |                   |             |                         |                     |                         |
|                       |            | M    | echanized | Interface I | Used                | Manual            | Rejects               | Valid               | ated  |                   | Errors                |                   |             |                         |                     |                         |
|                       |            |      |           |             |                     | Total             | -                     | Pending             |       | Total             |                       | CLEC              |             | Percent                 | _                   |                         |
| Name                  | RESH / OCN | LENS | EDI       | TAG         | Total Mech<br>LSR's | Manual<br>Fallout | Auto<br>Clarification | Supps<br>(Z Status) | LSR's | System<br>Fallout | BST Caused<br>Fallout | Caused<br>Fallout | Issued SO's | Achieved<br>Flowthrough | Base<br>Calculation | Percent Flow<br>Through |
| #153                  |            | 1    | 0         | 0           | 1                   | 0                 | 0                     | 0                   | 1     | 1                 | 1                     | 0                 | 0           | 0.00%                   | 0.00%               | 0.00%                   |
| #154                  |            | 0    | 0         | 13          | 13                  | 1                 | 1                     | 1                   | 10    | 9                 | 2                     | 7                 | 1           | 25.00%                  | 10.00%              | 33.33%                  |
| #155                  |            | 8    | 0         | 0           | 8                   | 3                 | 0                     | 1                   | 4     | 4                 | 4                     | 0                 | 0           | 0.00%                   | 0.00%               | 0.00%                   |
| #156                  |            | 1    | 0         | 0           | 1                   | 0                 | 0                     | 0                   | 1     | 0                 | 0                     | 0                 | 1           | 100.00%                 | 100.00%             | 100.00%                 |
| #157                  |            | 6    | 0         | 0           | 6                   | 3                 | 0                     | 0                   | 3     | 0                 | 0                     | 0                 | 3           | 50.00%                  | 100.00%             | 100.00%                 |
| #158                  |            | 8    | 0         | 0           | 8                   | 0                 | 0                     | 0                   | 8     | 0                 | 0                     | 0                 | 8           | 100.00%                 | 100.00%             | 100.00%                 |
| #159                  |            | 16   | 0         | 0           | 16                  | 2                 | 3                     | 0                   | 11    | 0                 | 0                     | 0                 | 11          | 84.62%                  | 100.00%             | 100.00%                 |
| #160                  |            | 3    | 0         | 0           | 3                   | 0                 | 0                     | 0                   | 3     | 2                 | 1                     | 1                 | 1           | 50.00%                  | 33.33%              | 50.00%                  |
| #161                  |            | 2    | 0         | 0           | 2                   | 1                 | 0                     | 0                   | 1     | 0                 | 0                     | 0                 | 1           | 50.00%                  | 100.00%             | 100.00%                 |
| #162                  |            | 7    | 0         | 0           | 7                   | 1                 | 1                     | 1                   | 4     | 3                 | 2                     | 1                 | 1           | 25.00%                  | 25.00%              | 33.33%                  |
| #163                  |            | 1    | 0         | 0           | 1                   | 0                 | 0                     | 0                   | 1     | 0                 | 0                     | 0                 | 1           | 100.00%                 | 100.00%             | 100.00%                 |
| #164                  |            | 2    | 0         | 0           | 2                   | 0                 | 1                     | 0                   | 1     | 0                 | 0                     | 0                 | 1           | 100.00%                 | 100.00%             | 100.00%                 |
| #165                  |            | 24   | 0         | 0           | 24                  | 12                | 3                     | 0                   | 9     | 3                 | 1                     | 2                 | 6           | 31.58%                  | 66.67%              | 85.71%                  |
| #166                  |            | 3    | 0         | 0           | 3                   | 0                 | 0                     | 0                   | 3     | 0                 | 0                     | 0                 | 3           | 100.00%                 | 100.00%             | 100.00%                 |
| #167                  |            | 0    | 0         | 15          | 15                  | 1                 | 1                     | 6                   | 7     | 1                 | 1                     | 0                 | 6           | 75.00%                  | 85.71%              | 85.71%                  |
| #168                  |            | 40   | 0         | 0           | 40                  | 9                 | 7                     | 2                   | 22    | 9                 | 5                     | 4                 | 13          | 48.15%                  | 59.09%              | 72.22%                  |
| #169                  |            | 37   | 0         | 0           | 37                  | 2                 | 2                     | 1                   | 32    | 19                | 16                    | 3                 | 13          | 41.94%                  | 40.63%              | 44.83%                  |
| #170                  |            | 77   | 0         | 0           | 77                  | 3                 | 9                     | 1                   | 64    | 29                | 28                    | 1                 | 35          | 53.03%                  | 54.69%              | 55.56%                  |
| #171                  |            | 246  | 0         | 0           | 246                 | 32                | 36                    | 5                   | 173   | 66                | 51                    | 15                | 107         | 56.32%                  | 61.85%              | 67.72%                  |
| #172                  |            | 61   | 0         | 0           | 61                  | 10                | 6                     | 1                   | 44    | 25                | 18                    | 7                 | 19          | 40.43%                  | 43.18%              | 51.35%                  |
| #173                  |            | 2    | 0         | 0           | 2                   | 2                 | 0                     | 0                   | 0     | 0                 | 0                     | 0                 | 0           | 0.00%                   | 0.00%               | 0.00%                   |
| #174                  |            | 1    | 0         | 0           | 1                   | 0                 | 0                     | 0                   | 1     | 0                 | 0                     | 0                 | 1           | 100.00%                 | 100.00%             | 100.00%                 |
| #175                  |            | 1    | 0         | 0           | 1                   | 0                 | 0                     | 0                   | 1     | 0                 | 0                     | 0                 | 1           | 100.00%                 | 100.00%             | 100.00%                 |
| #176                  |            | 1666 | 0         | 0           | 1666                | 224               | 278                   | 54                  | 1110  | 568               | 458                   | 110               | 542         | 44.28%                  | 48.83%              | 54.20%                  |
| #177                  |            | 10   | 0         | 0           | 10                  | 1                 | 2                     | 0                   | 7     | 5                 | 0                     | 5                 | 2           | 66.67%                  | 28.57%              | 100.00%                 |
| #178                  |            | 2    | 0         | 0           | 2                   | 0                 | 0                     | 1                   | 1     | 0                 | 0                     | 0                 | 1           | 100.00%                 | 100.00%             | 100.00%                 |
| #179                  |            | 261  | 0         | 0           | 261                 | 26                | 9                     | 3                   | 223   | 130               | 114                   | 16                | 93          | 39.91%                  | 41.70%              | 44.93%                  |
| #180                  |            | 6    | 0         | 0           | 6                   | 2                 | 0                     | 0                   | 4     | 1                 | 1                     | 0                 | 3           | 50.00%                  | 75.00%              | 75.00%                  |
| #181                  |            | 4    | 0         | 0           | 4                   | 3                 | 0                     | 0                   | 1     | 0                 | 0                     | 0                 | 1           | 25.00%                  | 100.00%             | 100.00%                 |
| #182                  |            | 1    | 0         | 0           | 1                   | 1                 | 0                     | 0                   | 0     | 0                 | 0                     | 0                 | 0           | 0.00%                   | 0.00%               | 0.00%                   |
| #183                  |            | 4    | 0         | 0           | 4                   | 2                 | 1                     | 0                   | 1     | 0                 | 0                     | 0                 | 1           | 33.33%                  | 100.00%             | 100.00%                 |
| #184                  |            | 1    | 0         | 0           | 1                   | 1                 | 0                     | 0                   | 0     | 0                 | 0                     | 0                 | 0           | 0.00%                   | 0.00%               | 0.00%                   |
| #185                  |            | 0    | 0         | 13          | 13                  | 6                 | 3                     | 1                   | 3     | 1                 | 0                     | 1                 | 2           | 25.00%                  | 66.67%              | 100.00%                 |
| #186                  |            | 0    | 0         | 83          | 83                  | 41                | 13                    | 1                   | 28    | 18                | 9                     | 9                 | 10          | 16.67%                  | 35.71%              | 52.63%                  |
| #187                  |            | 50   | 0         | 0           | 50                  | 4                 | 8                     | 0                   | 38    | 5                 | 4                     | 1                 | 33          | 80.49%                  | 86.84%              | 89.19%                  |
| #188                  |            | 217  | 0         | 0           | 217                 | 30                | 21                    | 2                   | 164   | 70                | 57                    | 13                | 94          | 51.93%                  | 57.32%              | 62.25%                  |
| #189                  |            | 33   | 0         | 0           | 33                  | 3                 | 0                     | 3                   | 27    | 12                | 11                    | 1                 | 15          | 51.72%                  | 55.56%              | 57.69%                  |
| #190                  |            | 5    | 0         | 0           | 5                   | 1                 | 2                     | 0                   | 2     | 0                 | 0                     | 0                 | 2           | 66.67%                  | 100.00%             | 100.00%                 |

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## REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Business DETAIL) REPORT PERIOD: 07/01/2001 - 07/31/2001

| AGGREGATE ORDER TYPES |            |      |           |             |                     |                            |                       |                                |       |                            |                       |                           |             |                                    |                     |                         |
|-----------------------|------------|------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|-------------------------|
| Company Info          |            |      |           |             |                     | LSR PR                     | OCESSING              |                                |       |                            |                       |                           |             | F                                  | LOWTHROUG           | ЭН                      |
|                       |            |      |           |             |                     | L                          | ESOG                  |                                |       |                            |                       |                           |             |                                    |                     | 1                       |
|                       |            | Me   | echanized | Interface I | Used                | Manual                     | Rejects               | Valid                          | ated  |                            | Errors                |                           |             |                                    |                     |                         |
| Name                  | RESH / OCN | LENS | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flow<br>Through |
| #191                  |            | 2    | 0         | 0           | 2                   | 0                          | 0                     | 0                              | 2     | 0                          | 0                     | 0                         | 2           | 100.00%                            | 100.00%             | 100.00%                 |
| #192                  |            | 20   | 0         | 0           | 20                  | 1                          | 0                     | 0                              | 19    | 5                          | 4                     | 1                         | 14          | 73.68%                             | 73.68%              | 77.78%                  |
| #193                  |            | 22   | 0         | 0           | 22                  | 7                          | 13                    | 0                              | 2     | 1                          | 1                     | 0                         | 1           | 11.11%                             | 50.00%              | 50.00%                  |
| #194                  |            | 42   | 0         | 0           | 42                  | 16                         | 6                     | 0                              | 20    | 5                          | 3                     | 2                         | 15          | 44.12%                             | 75.00%              | 83.33%                  |
| #195                  |            | 36   | 0         | 0           | 36                  | 5                          | 6                     | 0                              | 25    | 5                          | 4                     | 1                         | 20          | 68.97%                             | 80.00%              | 83.33%                  |
| #196                  |            | 13   | 0         | 0           | 13                  | 1                          | 0                     | 0                              | 12    | 6                          | 3                     | 3                         | 6           | 60.00%                             | 50.00%              | 66.67%                  |
| #197                  |            | 25   | 0         | 0           | 25                  | 1                          | 1                     | 0                              | 23    | 4                          | 4                     | 0                         | 19          | 79.17%                             | 82.61%              | 82.61%                  |
| #198                  |            | 7    | 0         | 0           | 7                   | 1                          | 2                     | 0                              | 4     | 1                          | 1                     | 0                         | 3           | 60.00%                             | 75.00%              | 75.00%                  |
| #199                  |            | 44   | 0         | 0           | 44                  | 13                         | 5                     | 2                              | 24    | 7                          | 6                     | 1                         | 17          | 47.22%                             | 70.83%              | 73.91%                  |
| #200                  |            | 8    | 0         | 0           | 8                   | 2                          | 0                     | 0                              | 6     | 0                          | 0                     | 0                         | 6           | 75.00%                             | 100.00%             | 100.00%                 |
| #201                  |            | 140  | 0         | 0           | 140                 | 41                         | 10                    | 0                              | 89    | 27                         | 21                    | 6                         | 62          | 50.00%                             | 69.66%              | 74.70%                  |
| #202                  |            | 36   | 0         | 0           | 36                  | 4                          | 8                     | 0                              | 24    | 11                         | 7                     | 4                         | 13          | 54.17%                             | 54.17%              | 65.00%                  |
| #203                  |            | 3    | 0         | 0           | 3                   | 0                          | 0                     | 0                              | 3     | 2                          | 2                     | 0                         | 1           | 33.33%                             | 33.33%              | 33.33%                  |
| LENS Subtotal         |            | 9971 | 0         | 0           | 9971                | 2180                       | 1188                  | 241                            | 6362  | 2816                       | 2260                  | 556                       | 3546        | 44.40%                             | 55.74%              | 61.07%                  |
| EDI Subtotal          |            | 0    | 956       | 0           | 956                 | 372                        | 125                   | 7                              | 452   | 195                        | 127                   | 68                        | 257         | 33.99%                             | 56.86%              | 66.93%                  |
| TAG Subtotal          |            | 0    | 0         | 484         | 484                 | 135                        | 91                    | 15                             | 243   | 147                        | 107                   | 40                        | 96          | 28.40%                             | 39.51%              | 47.29%                  |
| TOTAL INTERFACES      |            | 9971 | 956       | 484         | 11411               | 2687                       | 1404                  | 263                            | 7057  | 3158                       | 2494                  | 664                       | 3899        | 42.94%                             | 55.25%              | 60.99%                  |

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| EGATE ORDER TYPE |            |      |           |           |                     | 100.00                     | OCESSING              |                                |       |                            |                       |                           |             |                                    | EL OWE              | HROUGH      |
|------------------|------------|------|-----------|-----------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|-------------|
| Company Info     |            |      |           |           |                     |                            |                       |                                |       |                            |                       |                           |             |                                    | FLOWI               | HROUGH      |
|                  |            |      | L         |           |                     |                            | SOG                   |                                |       |                            | _                     |                           |             |                                    |                     |             |
|                  |            | M    | echanized | Interface | Used                | Manual                     | Rejects               | Valid                          | ated  | Tarat                      | Errors                | 01.50                     |             | D                                  |                     |             |
| Name             | RESH / OCN | LENS | EDI       | TAG       | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flo |
|                  | KEON / OOK |      |           |           |                     |                            |                       | ` ,                            |       |                            |                       |                           |             |                                    |                     |             |
| #1               |            | 1    | 0         | 0         | 1                   | 0                          | 0                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%     |
| #2               |            | 0    | 0         | 16        | 16                  | 4                          | 0                     | 0                              | 12    | 6                          | 3                     | 3                         | 6           | 46.15%                             | 50.00%              | 66.67%      |
| #3               |            | 0    | 0         | 732       | 732                 | 94                         | 81<br>5               | 6 2                            | 551   | 201                        | 176                   | 25                        | 350         | 56.45%                             | 63.52%              | 66.54%      |
|                  |            | 0    | 0         | 84        | 84                  | 4                          |                       |                                | 73    | 27                         | 19                    | 8                         | 46          | 66.67%                             | 63.01%              | 70.77%      |
| #5               |            | 0    | 0         | 357       | 357                 | 61                         | 43                    | 6                              | 247   | 141                        | 88                    | 53                        | 106         | 41.57%                             | 42.91%              | 54.64%      |
| #6               |            | 0    | 0         | 301       | 301                 | 55                         | 23                    | 2                              | 221   | 81                         | 70                    | 11                        | 140         | 52.83%                             | 63.35%              | 66.67%      |
| #7               |            | 6    | 0         | 0         | 6                   | 0                          | 1                     | 0                              | 5     | 0                          | 0                     | 0                         | 5           | 100.00%                            | 100.00%             | 100.00      |
| #8               |            | 457  | 0         | 0         | 457                 | 41                         | 27                    | 7                              | 382   | 58                         | 44                    | 14                        | 324         | 79.22%                             | 84.82%              | 88.049      |
| #9               |            | 116  | 0         | 0         | 116                 | 10                         | 8                     | 3                              | 95    | 13                         | 12                    | 1                         | 82          | 78.85%                             | 86.32%              | 87.23%      |
| #10              |            | 177  | 0         | 0         | 177                 | 30                         | 8                     | 3                              | 136   | 29                         | 24                    | 5                         | 107         | 66.46%                             | 78.68%              | 81.689      |
| #11              |            | 765  | 0         | 0         | 765                 | 102                        | 81                    | 13                             | 569   | 101                        | 67                    | 34                        | 468         | 73.47%                             | 82.25%              | 87.489      |
| #12              |            | 30   | 0         | 0         | 30                  | 9                          | 10                    | 3                              | 8     | 3                          | 2                     | 1                         | 5           | 31.25%                             | 62.50%              | 71.439      |
| #13              |            | 41   | 0         | 0         | 41                  | 11                         | 4                     | 0                              | 26    | 5                          | 4                     | 1                         | 21          | 58.33%                             | 80.77%              | 84.009      |
| #14              |            | 47   | 0         | 0         | 47                  | 1                          | 6                     | 0                              | 40    | 13                         | 12                    | 1                         | 27          | 67.50%                             | 67.50%              | 69.23       |
| #15              |            | 17   | 0         | 0         | 17                  | 0                          | 3                     | 2                              | 12    | 7                          | 6                     | 1                         | 5           | 45.45%                             | 41.67%              | 45.459      |
| #16              |            | 0    | 0         | 3         | 3                   | 0                          | 0                     | 1                              | 2     | 2                          | 1                     | 1                         | 0           | 0.00%                              | 0.00%               | 0.00%       |
| #17              |            | 10   | 0         | 0         | 10                  | 0                          | 0                     | 3                              | 7     | 3                          | 2                     | 1                         | 4           | 66.67%                             | 57.14%              | 66.679      |
| #18              |            | 9    | 0         | 0         | 9                   | 0                          | 1                     | 0                              | 8     | 2                          | 1                     | 1                         | 6           | 85.71%                             | 75.00%              | 85.719      |
| #19              |            | 31   | 0         | 0         | 31                  | 0                          | 0                     | 11                             | 20    | 19                         | 14                    | 5                         | 1           | 6.67%                              | 5.00%               | 6.67%       |
| #20              |            | 124  | 0         | 0         | 124                 | 1                          | 15                    | 8                              | 100   | 76                         | 24                    | 52                        | 24          | 48.98%                             | 24.00%              | 50.009      |
| #21              |            | 5    | 0         | 0         | 5                   | 0                          | 0                     | 0                              | 5     | 2                          | 0                     | 2                         | 3           | 100.00%                            | 60.00%              | 100.00      |
| #22              |            | 3    | 0         | 0         | 3                   | 0                          | 3                     | 0                              | 0     | 0                          | 0                     | 0                         | 0           | 0.00%                              | 0.00%               | 0.00%       |
| #23              |            | 53   | 0         | 0         | 53                  | 3                          | 1                     | 0                              | 49    | 18                         | 13                    | 5                         | 31          | 65.96%                             | 63.27%              | 70.459      |
| #24              |            | 13   | 0         | 0         | 13                  | 4                          | 4                     | 0                              | 5     | 0                          | 0                     | 0                         | 5           | 55.56%                             | 100.00%             | 100.00      |
| #25              |            | 12   | 0         | 0         | 12                  | 2                          | 4                     | 0                              | 6     | 0                          | 0                     | 0                         | 6           | 75.00%                             | 100.00%             | 100.00      |
| #26              |            | 0    | 228       | 0         | 228                 | 99                         | 48                    | 2                              | 79    | 22                         | 17                    | 5                         | 57          | 32.95%                             | 72.15%              | 77.039      |
| #27              |            | 0    | 17        | 0         | 17                  | 4                          | 1                     | 0                              | 12    | 4                          | 3                     | 1                         | 8           | 53.33%                             | 66.67%              | 72.739      |
| #28              |            | 0    | 26        | 0         | 26                  | 19                         | 1                     | 0                              | 6     | 0                          | 0                     | 0                         | 6           | 24.00%                             | 100.00%             | 100.00      |
| #29              |            | 0    | 4         | 0         | 4                   | 0                          | 1                     | 0                              | 3     | 0                          | 0                     | 0                         | 3           | 100.00%                            | 100.00%             | 100.00      |
| #30              |            | 0    | 20        | 0         | 20                  | 8                          | 0                     | 5                              | 7     | 6                          | 6                     | 0                         | 1           | 6.67%                              | 14.29%              | 14.299      |
| #31              |            | 0    | 203       | 0         | 203                 | 155                        | 13                    | 2                              | 33    | 9                          | 6                     | 3                         | 24          | 12.97%                             | 72.73%              | 80.00       |
| #32              |            | 0    | 146       | 0         | 146                 | 81                         | 14                    | 3                              | 48    | 17                         | 12                    | 5                         | 31          | 25.00%                             | 64.58%              | 72.099      |
| #33              |            | 21   | 0         | 0         | 21                  | 2                          | 2                     | 4                              | 13    | 4                          | 3                     | 1                         | 9           | 64.29%                             | 69.23%              | 75.009      |
| #34              |            | 2200 | 0         | 0         | 2200                | 498                        | 206                   | 32                             | 1464  | 513                        | 428                   | 85                        | 951         | 50.67%                             | 64.96%              | 68.96       |
| #35              |            | 0    | 0         | 2         | 2                   | 0                          | 0                     | 0                              | 2     | 1                          | 0                     | 1                         | 1           | 100.00%                            | 50.00%              | 100.00      |
| #36              |            | 0    | 0         | 1151      | 1151                | 170                        | 176                   | 2                              | 803   | 360                        | 297                   | 63                        | 443         | 48.68%                             | 55.17%              | 59.86       |
| #37              |            | 0    | 0         | 820       | 820                 | 97                         | 104                   | 6                              | 613   | 234                        | 196                   | 38                        | 379         | 56.40%                             | 61.83%              | 65.919      |
| #38              |            | 0    | 0         | 8         | 8                   | 0                          | 1                     | 0                              | 7     | 4                          | 0                     | 4                         | 3           | 100.00%                            | 42.86%              | 100.00      |

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| Company Info |            |      |           |           |            | I SR PR | OCESSING      |                  |       |         |            |         |             |             | FI OWT      | HROUGH      |
|--------------|------------|------|-----------|-----------|------------|---------|---------------|------------------|-------|---------|------------|---------|-------------|-------------|-------------|-------------|
| company into |            |      |           |           |            |         | ESOG          |                  |       |         |            |         |             |             | I           | INCOCK      |
|              |            | M    | echanized | Interface | Usad       | Manual  | Rejects       | V-11.1           | -11   |         | Errors     |         |             |             |             |             |
| <del></del>  |            | IVIC | ecnanized | Interrace | Usea       | Total   | Rejects       | Valid<br>Pending | ated  | Total   | Errors     | CLEC    |             | Percent     |             |             |
|              |            |      |           |           | Total Mech | Manual  | Auto          | Supps            |       | System  | BST Caused | Caused  |             | Achieved    | Base        | Percent Flo |
| Name         | RESH / OCN | LENS | EDI       | TAG       | LSR's      | Fallout | Clarification | (Z Status)       | LSR's | Fallout | Fallout    | Fallout | Issued SO's | Flowthrough | Calculation | Through     |
| #39          |            | 0    | 0         | 1422      | 1422       | 237     | 225           | 11               | 949   | 342     | 269        | 73      | 607         | 54.54%      | 63.96%      | 69.29%      |
| #40          |            | 0    | 0         | 858       | 858        | 115     | 177           | 17               | 549   | 248     | 200        | 48      | 301         | 48.86%      | 54.83%      | 60.08%      |
| #41          |            | 0    | 0         | 686       | 686        | 102     | 90            | 13               | 481   | 229     | 175        | 54      | 252         | 47.64%      | 52.39%      | 59.02%      |
| #42          |            | 0    | 0         | 2         | 2          | 0       | 0             | 0                | 2     | 1       | 0          | 1       | 1           | 100.00%     | 50.00%      | 100.009     |
| #43          |            | 14   | 0         | 0         | 14         | 0       | 1             | 0                | 13    | 1       | 1          | 0       | 12          | 92.31%      | 92.31%      | 92.31%      |
| #44          |            | 34   | 0         | 0         | 34         | 8       | 1             | 0                | 25    | 6       | 6          | 0       | 19          | 57.58%      | 76.00%      | 76.00%      |
| #45          |            | 15   | 0         | 0         | 15         | 0       | 1             | 0                | 14    | 9       | 9          | 0       | 5           | 35.71%      | 35.71%      | 35.71%      |
| #46          |            | 20   | 0         | 0         | 20         | 0       | 5             | 0                | 15    | 1       | 1          | 0       | 14          | 93.33%      | 93.33%      | 93.33%      |
| #47          |            | 5    | 0         | 0         | 5          | 0       | 2             | 0                | 3     | 1       | 1          | 0       | 2           | 66.67%      | 66.67%      | 66.67%      |
| #48          |            | 0    | 537       | 0         | 537        | 294     | 120           | 12               | 111   | 56      | 36         | 20      | 55          | 14.29%      | 49.55%      | 60.44%      |
| #49          |            | 2791 | 0         | 0         | 2791       | 1868    | 55            | 14               | 854   | 212     | 193        | 19      | 642         | 23.75%      | 75.18%      | 76.89%      |
| #50          |            | 43   | 0         | 0         | 43         | 24      | 2             | 0                | 17    | 0       | 0          | 0       | 17          | 41.46%      | 100.00%     | 100.00      |
| #51          |            | 7    | 0         | 0         | 7          | 0       | 2             | 0                | 5     | 5       | 0          | 5       | 0           | 0.00%       | 0.00%       | 0.00%       |
| #52          |            | 0    | 47        | 0         | 47         | 2       | 16            | 1                | 28    | 10      | 5          | 5       | 18          | 72.00%      | 64.29%      | 78.269      |
| #53          |            | 0    | 0         | 743       | 743        | 77      | 51            | 8                | 607   | 115     | 71         | 44      | 492         | 76.88%      | 81.05%      | 87.399      |
| #54          |            | 0    | 0         | 27        | 27         | 4       | 3             | 2                | 18    | 13      | 2          | 11      | 5           | 45.45%      | 27.78%      | 71.439      |
| #55          |            | 6469 | 0         | 0         | 6469       | 242     | 150           | 16               | 6061  | 803     | 766        | 37      | 5258        | 83.91%      | 86.75%      | 87.28       |
| #56          |            | 32   | 0         | 0         | 32         | 5       | 12            | 2                | 13    | 5       | 5          | 0       | 8           | 44.44%      | 61.54%      | 61.549      |
| #57          |            | 102  | 0         | 0         | 102        | 24      | 7             | 3                | 68    | 22      | 14         | 8       | 46          | 54.76%      | 67.65%      | 76.67       |
| #58          |            | 2    | 0         | 0         | 2          | 1       | 0             | 0                | 1     | 0       | 0          | 0       | 1           | 50.00%      | 100.00%     | 100.00      |
| #59          |            | 515  | 0         | 0         | 515        | 68      | 44            | 4                | 399   | 101     | 82         | 19      | 298         | 66.52%      | 74.69%      | 78.42       |
| #60          |            | 73   | 0         | 0         | 73         | 3       | 10            | 3                | 57    | 16      | 14         | 2       | 41          | 70.69%      | 71.93%      | 74.559      |
| #61          |            | 3    | 0         | 0         | 3          | 0       | 0             | 1                | 2     | 1       | 1          | 0       | 1           | 50.00%      | 50.00%      | 50.009      |
| #62          |            | 0    | 0         | 2         | 2          | 0       | 0             | 0                | 2     | 2       | 2          | 0       | 0           | 0.00%       | 0.00%       | 0.00%       |
| #63          |            | 8    | 0         | 0         | 8          | 0       | 1             | 3                | 4     | 3       | 3          | 0       | 1           | 25.00%      | 25.00%      | 25.00       |
| #64          |            | 16   | 0         | 0         | 16         | 0       | 0             | 0                | 16    | 6       | 6          | 0       | 10          | 62.50%      | 62.50%      | 62.50       |
| #65          |            | 0    | 0         | 51        | 51         | 19      | 9             | 0                | 23    | 5       | 4          | 1       | 18          | 43.90%      | 78.26%      | 81.829      |
| #66          |            | 98   | 0         | 0         | 98         | 9       | 5             | 1                | 83    | 13      | 8          | 5       | 70          | 80.46%      | 84.34%      | 89.749      |
| #67          |            | 2    | 0         | 0         | 2          | 0       | 0             | 0                | 2     | 1       | 0          | 1       | 1           | 100.00%     | 50.00%      | 100.00      |
| #68          |            | 79   | 0         | 0         | 79         | 1       | 1             | 7                | 70    | 61      | 33         | 28      | 9           | 20.93%      | 12.86%      | 21.439      |
| #69          |            | 0    | 1440      | 0         | 1440       | 658     | 117           | 6                | 659   | 163     | 104        | 59      | 496         | 39.43%      | 75.27%      | 82.67       |
| #70          |            | 136  | 0         | 0         | 136        | 46      | 15            | 3                | 72    | 16      | 12         | 4       | 56          | 49.12%      | 77.78%      | 82.35       |
| #71          |            | 8    | 0         | 0         | 8          | 1       | 1             | 0                | 6     | 0       | 0          | 0       | 6           | 85.71%      | 100.00%     | 100.00      |
| #72          |            | 0    | 67        | 0         | 67         | 36      | 24            | 3                | 4     | 2       | 1          | 1       | 2           | 5.13%       | 50.00%      | 66.67       |
| #73          |            | 2    | 0         | 0         | 2          | 0       | 2             | 0                | 0     | 0       | 0          | 0       | 0           | 0.00%       | 0.00%       | 0.00%       |
| #74          |            | 112  | 0         | 0         | 112        | 30      | 13            | 0                | 69    | 14      | 13         | 1       | 55          | 56.12%      | 79.71%      | 80.88       |
| #75          |            | 25   | 0         | 0         | 25         | 0       | 18            | 0                | 7     | 2       | 0          | 2       | 5           | 100.00%     | 71.43%      | 100.00      |
| #76          |            | 156  | 0         | 0         | 156        | 24      | 14            | 1                | 117   | 39      | 36         | 3       | 78          | 56.52%      | 66.67%      | 68.429      |

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| AGGREGATE ORDER TYPES |            |      |           |             |                     |                            |                       |                                |        |                            |                       |                           |             |                                    |                     |                         |
|-----------------------|------------|------|-----------|-------------|---------------------|----------------------------|-----------------------|--------------------------------|--------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|-------------------------|
| Company Info          |            |      |           |             |                     | LSR PR                     | OCESSING              |                                |        |                            |                       |                           |             |                                    | FLOWT               | HROUGH                  |
| . ,                   |            |      |           |             |                     | LI                         | ESOG                  |                                |        |                            |                       |                           |             |                                    |                     |                         |
|                       |            | Me   | echanized | Interface I | Used                | Manual                     | Rejects               | Valid                          | ated   |                            | Errors                |                           |             |                                    |                     |                         |
| Name                  | RESH / OCN | LENS | EDI       | TAG         | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's  | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flow<br>Through |
| #77                   |            | 2    | 0         | 0           | 2                   | 0                          | 1                     | 0                              |        | 0                          |                       | 0                         | 1           | 100.00%                            |                     | 100.00%                 |
| #77<br>#78            |            | 9    | 0         | 0           | 9                   | 3                          | 1                     | 0                              | 1<br>5 | 0                          | 0                     | 0                         | 5           | 62.50%                             | 100.00%<br>100.00%  | 100.00%                 |
| #79                   |            | 7    | 0         | 0           | 7                   | 0                          | 2                     | 1                              | 4      | 1                          | 0                     | 1                         | 3           | 100.00%                            | 75.00%              | 100.00%                 |
| #80                   |            | 1    | 0         | 0           | 1                   | 0                          | 0                     | 0                              | 1      | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%                 |
| #81                   |            | 0    | 0         | 905         | 905                 | 113                        | 6                     | 89                             | 697    | 433                        | 365                   | 68                        | 264         | 35.58%                             | 37.88%              | 41.97%                  |
| #82                   |            | 0    | 0         | 1           | 1                   | 0                          | 1                     | 0                              | 0      | 0                          | 0                     | 0                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #83                   |            | 0    | 0         | 114         | 114                 | 44                         | 23                    | 1                              | 46     | 8                          | 4                     | 4                         | 38          | 44.19%                             | 82.61%              | 90.48%                  |
| #84                   |            | 0    | 0         | 14          | 14                  | 3                          | 5                     | 0                              | 6      | 1                          | 0                     | 1                         | 5           | 62.50%                             | 83.33%              | 100.00%                 |
| #85                   |            | 0    | 0         | 21          | 21                  | 2                          | 6                     | 1                              | 12     | 1                          | 1                     | 0                         | 11          | 78.57%                             | 91.67%              | 91.67%                  |
| #86                   |            | 0    | 0         | 9           | 9                   | 1                          | 0                     | 1                              | 7      | 3                          | 1                     | 2                         | 4           | 66.67%                             | 57.14%              | 80.00%                  |
| #87                   |            | 0    | 0         | 23          | 23                  | 12                         | 0                     | 0                              | 11     | 1                          | 1                     | 0                         | 10          | 43.48%                             | 90.91%              | 90.91%                  |
| #88                   |            | 120  | 0         | 0           | 120                 | 14                         | 32                    | 3                              | 71     | 14                         | 8                     | 6                         | 57          | 72.15%                             | 80.28%              | 87.69%                  |
| #89                   |            | 25   | 0         | 0           | 25                  | 0                          | 1                     | 0                              | 24     | 1                          | 0                     | 1                         | 23          | 100.00%                            | 95.83%              | 100.00%                 |
| #90                   |            | 31   | 0         | 0           | 31                  | 2                          | 3                     | 0                              | 26     | 5                          | 1                     | 4                         | 21          | 87.50%                             | 80.77%              | 95.45%                  |
| #91                   |            | 26   | 0         | 0           | 26                  | 2                          | 2                     | 0                              | 22     | 2                          | 1                     | 1                         | 20          | 86.96%                             | 90.91%              | 95.24%                  |
| #92                   |            | 36   | 0         | 0           | 36                  | 2                          | 5                     | 1                              | 28     | 9                          | 5                     | 4                         | 19          | 73.08%                             | 67.86%              | 79.17%                  |
| #93                   |            | 0    | 0         | 58          | 58                  | 23                         | 13                    | 0                              | 22     | 10                         | 8                     | 2                         | 12          | 27.91%                             | 54.55%              | 60.00%                  |
| #94                   |            | 6487 | 0         | 0           | 6487                | 772                        | 392                   | 96                             | 5227   | 1785                       | 1685                  | 100                       | 3442        | 58.35%                             | 65.85%              | 67.13%                  |
| #95                   |            | 24   | 0         | 0           | 24                  | 1                          | 11                    | 2                              | 10     | 2                          | 1                     | 1                         | 8           | 80.00%                             | 80.00%              | 88.89%                  |
| #96                   |            | 0    | 0         | 22          | 22                  | 18                         | 0                     | 2                              | 2      | 1                          | 1                     | 0                         | 1           | 5.00%                              | 50.00%              | 50.00%                  |
| #97                   |            | 729  | 0         | 0           | 729                 | 51                         | 50                    | 7                              | 621    | 366                        | 275                   | 91                        | 255         | 43.89%                             | 41.06%              | 48.11%                  |
| #98                   |            | 0    | 0         | 4           | 4                   | 0                          | 1                     | 0                              | 3      | 2                          | 1                     | 1                         | 1           | 50.00%                             | 33.33%              | 50.00%                  |
| #99                   |            | 0    | 0         | 5           | 5                   | 0                          | 0                     | 1                              | 4      | 1                          | 1                     | 0                         | 3           | 75.00%                             | 75.00%              | 75.00%                  |
| #100                  |            | 0    | 0         | 1           | 1                   | 0                          | 0                     | 0                              | 1      | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%                 |
| #101                  |            | 0    | 0         | 25          | 25                  | 0                          | 2                     | 4                              | 19     | 13                         | 11                    | 2                         | 6           | 35.29%                             | 31.58%              | 35.29%                  |
| #102                  |            | 0    | 0         | 2           | 2                   | 0                          | 0                     | 0                              | 2      | 1                          | 0                     | 1                         | 1           | 100.00%                            | 50.00%              | 100.00%                 |
| #103                  |            | 0    | 0         | 2           | 2                   | 0                          | 0                     | 0                              | 2      | 1                          | 0                     | 1                         | 1           | 100.00%                            | 50.00%              | 100.00%                 |
| #104                  |            | 1460 | 0         | 0           | 1460                | 101                        | 120                   | 6                              | 1233   | 94                         | 64                    | 30                        | 1139        | 87.35%                             | 92.38%              | 94.68%                  |
| #105                  |            | 2108 | 0         | 0           | 2108                | 210                        | 197                   | 42                             | 1659   | 330                        | 191                   | 139                       | 1329        | 76.82%                             | 80.11%              | 87.43%                  |
| #106                  |            | 25   | 0         | 0           | 25                  | 4                          | 10                    | 0                              | 11     | 1                          | 0                     | 1                         | 10          | 71.43%                             | 90.91%              | 100.00%                 |
| #107                  |            | 0    | 0         | 16          | 16                  | 14                         | 0                     | 0                              | 2      | 1                          | 0                     | 1                         | 1           | 6.67%                              | 50.00%              | 100.00%                 |
| #108                  |            | 0    | 0         | 12          | 12                  | 9                          | 1                     | 0                              | 2      | 0                          | 0                     | 0                         | 2           | 18.18%                             | 100.00%             | 100.00%                 |
| #109                  |            | 142  | 0         | 0           | 142                 | 39                         | 45                    | 0                              | 58     | 21                         | 13                    | 8                         | 37          | 41.57%                             | 63.79%              | 74.00%                  |
| #110                  |            | 24   | 0         | 0           | 24                  | 11                         | 2                     | 0                              | 11     | 4                          | 2                     | 2                         | 7           | 35.00%                             | 63.64%              | 77.78%                  |
| #111                  |            | 6    | 0         | 0           | 6                   | 0                          | 0                     | 1                              | 5      | 3                          | 2                     | 1                         | 2           | 50.00%                             | 40.00%              | 50.00%                  |
| #112                  |            | 122  | 0         | 0           | 122                 | 24                         | 18                    | 0                              | 80     | 27                         | 19                    | 8                         | 53          | 55.21%                             | 66.25%              | 73.61%                  |
| #113                  |            | 3    | 0         | 0           | 3                   | 1                          | 0                     | 0                              | 2      | 1                          | 1                     | 0                         | 1           | 33.33%                             | 50.00%              | 50.00%                  |
| #114                  |            | 15   | 0         | 0           | 15                  | 1                          | 7                     | 0                              | 7      | 6                          | 4                     | 2                         | 1           | 16.67%                             | 14.29%              | 20.00%                  |

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| AGGREGATE ORDER TYPES |            |      |           |           |                     |                            |                       |                                |       |                            |                       |                           |             |                                    |                     |                         |
|-----------------------|------------|------|-----------|-----------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|-------------------------|
| Company Info          |            |      |           |           |                     | LSR PR                     | OCESSING              |                                |       |                            |                       |                           |             |                                    | FLOWT               | HROUGH                  |
| • •                   |            |      |           |           |                     | LI                         | ESOG                  |                                |       |                            |                       |                           |             |                                    |                     |                         |
|                       |            | M    | echanized | Interface | Used                | Manual                     | Rejects               | Valid                          | ated  |                            | Errors                |                           |             |                                    |                     |                         |
| Name                  | RESH / OCN | LENS | EDI       | TAG       | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flow<br>Through |
| #115                  |            | 8    | 0         | 0         | 8                   | 1                          | 1                     | 1                              | 5     | 2                          | 0                     | 2                         | 3           | 75.00%                             | 60.00%              | 100.00%                 |
| #116                  |            | 386  | 0         | 0         | 386                 | 63                         | 47                    | 2                              | 274   | 95                         | 65                    | 30                        | 179         | 58.31%                             | 65.33%              | 73.36%                  |
| #117                  |            | 16   | 0         | 0         | 16                  | 7                          | 3                     | 0                              | 6     | 0                          | 0                     | 0                         | 6           | 46.15%                             | 100.00%             | 100.00%                 |
| #118                  |            | 0    | 28664     | 0         | 28664               | 1029                       | 3248                  | 24                             | 24363 | 9354                       | 7562                  | 1792                      | 15009       | 63.60%                             | 61.61%              | 66.50%                  |
| #119                  |            | 16   | 0         | 0         | 16                  | 1                          | 4                     | 0                              | 11    | 9                          | 6                     | 3                         | 2           | 22.22%                             | 18.18%              | 25.00%                  |
| #120                  |            | 4    | 0         | 0         | 4                   | 0                          | 0                     | 0                              | 4     | 4                          | 2                     | 2                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #121                  |            | 85   | 0         | 0         | 85                  | 9                          | 11                    | 0                              | 65    | 26                         | 16                    | 10                        | 39          | 60.94%                             | 60.00%              | 70.91%                  |
| #122                  |            | 4    | 0         | 0         | 4                   | 2                          | 0                     | 0                              | 2     | 1                          | 1                     | 0                         | 1           | 25.00%                             | 50.00%              | 50.00%                  |
| #123                  |            | 134  | 0         | 0         | 134                 | 19                         | 23                    | 6                              | 86    | 23                         | 21                    | 2                         | 63          | 61.17%                             | 73.26%              | 75.00%                  |
| #124                  |            | 0    | 0         | 23        | 23                  | 1                          | 0                     | 0                              | 22    | 5                          | 3                     | 2                         | 17          | 80.95%                             | 77.27%              | 85.00%                  |
| #125                  |            | 19   | 0         | 0         | 19                  | 4                          | 0                     | 1                              | 14    | 1                          | 1                     | 0                         | 13          | 72.22%                             | 92.86%              | 92.86%                  |
| #126                  |            | 667  | 0         | 0         | 667                 | 55                         | 43                    | 6                              | 563   | 212                        | 164                   | 48                        | 351         | 61.58%                             | 62.34%              | 68.16%                  |
| #127                  |            | 2111 | 0         | 0         | 2111                | 236                        | 199                   | 17                             | 1659  | 595                        | 467                   | 128                       | 1064        | 60.22%                             | 64.14%              | 69.50%                  |
| #128                  |            | 80   | 0         | 0         | 80                  | 0                          | 30                    | 3                              | 47    | 21                         | 7                     | 14                        | 26          | 78.79%                             | 55.32%              | 78.79%                  |
| #129                  |            | 111  | 0         | 0         | 111                 | 10                         | 52                    | 1                              | 48    | 18                         | 1                     | 17                        | 30          | 73.17%                             | 62.50%              | 96.77%                  |
| #130                  |            | 0    | 291       | 0         | 291                 | 61                         | 42                    | 2                              | 186   | 98                         | 82                    | 16                        | 88          | 38.10%                             | 47.31%              | 51.76%                  |
| #131                  |            | 73   | 0         | 0         | 73                  | 6                          | 22                    | 7                              | 38    | 10                         | 5                     | 5                         | 28          | 71.79%                             | 73.68%              | 84.85%                  |
| #132                  |            | 2038 | 0         | 0         | 2038                | 324                        | 216                   | 37                             | 1461  | 644                        | 529                   | 115                       | 817         | 48.92%                             | 55.92%              | 60.70%                  |
| #133                  |            | 0    | 1179      | 0         | 1179                | 138                        | 120                   | 38                             | 883   | 514                        | 456                   | 58                        | 369         | 38.32%                             | 41.79%              | 44.73%                  |
| #134                  |            | 44   | 0         | 0         | 44                  | 5                          | 7                     | 4                              | 28    | 23                         | 7                     | 16                        | 5           | 29.41%                             | 17.86%              | 41.67%                  |
| #135                  |            | 509  | 0         | 0         | 509                 | 60                         | 71                    | 16                             | 362   | 158                        | 131                   | 27                        | 204         | 51.65%                             | 56.35%              | 60.90%                  |
| #136                  |            | 0    | 0         | 3         | 3                   | 0                          | 1                     | 1                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%                 |
| #137                  |            | 15   | 0         | 0         | 15                  | 1                          | 5                     | 0                              | 9     | 4                          | 3                     | 1                         | 5           | 55.56%                             | 55.56%              | 62.50%                  |
| #138                  |            | 19   | 0         | 0         | 19                  | 0                          | 2                     | 0                              | 17    | 17                         | 9                     | 8                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #139                  |            | 4    | 0         | 0         | 4                   | 0                          | 0                     | 0                              | 4     | 4                          | 1                     | 3                         | 0           | 0.00%                              | 0.00%               | 0.00%                   |
| #140                  |            | 0    | 0         | 17        | 17                  | 3                          | 2                     | 5                              | 7     | 5                          | 3                     | 2                         | 2           | 25.00%                             | 28.57%              | 40.00%                  |
| #141                  |            | 21   | 0         | 0         | 21                  | 1                          | 6                     | 1                              | 13    | 10                         | 2                     | 8                         | 3           | 50.00%                             | 23.08%              | 60.00%                  |
| #142                  |            | 234  | 0         | 0         | 234                 | 3                          | 38                    | 34                             | 159   | 133                        | 74                    | 59                        | 26          | 25.24%                             | 16.35%              | 26.00%                  |
| #143                  |            | 89   | 0         | 0         | 89                  | 9                          | 2                     | 6                              | 72    | 27                         | 16                    | 11                        | 45          | 64.29%                             | 62.50%              | 73.77%                  |
| #144                  |            | 2    | 0         | 0         | 2                   | 0                          | 0                     | 0                              | 2     | 1                          | 1                     | 0                         | 1           | 50.00%                             | 50.00%              | 50.00%                  |
| #145                  |            | 9    | 0         | 0         | 9                   | 1                          | 0                     | 0                              | 8     | 0                          | 0                     | 0                         | 8           | 88.89%                             | 100.00%             | 100.00%                 |
| #146                  |            | 247  | 0         | 0         | 247                 | 16                         | 18                    | 1                              | 212   | 51                         | 38                    | 13                        | 161         | 74.88%                             | 75.94%              | 80.90%                  |
| #147                  |            | 20   | 0         | 0         | 20                  | 1                          | 3                     | 0                              | 16    | 8                          | 6                     | 2                         | 8           | 53.33%                             | 50.00%              | 57.14%                  |
| #148                  |            | 24   | 0         | 0         | 24                  | 1                          | 2                     | 0                              | 21    | 13                         | 11                    | 2                         | 8           | 40.00%                             | 38.10%              | 42.11%                  |
| #149                  |            | 12   | 0         | 0         | 12                  | 0                          | 4                     | 0                              | 8     | 4                          | 3                     | 1                         | 4           | 57.14%                             | 50.00%              | 57.14%                  |
| #150                  |            | 0    | 404       | 0         | 404                 | 250                        | 28                    | 6                              | 120   | 84                         | 52                    | 32                        | 36          | 10.65%                             | 30.00%              | 40.91%                  |
| #151                  |            | 1    | 0         | 0         | 1                   | 0                          | 0                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%                 |
| #152                  |            | 745  | 0         | 0         | 745                 | 118                        | 72                    | 11                             | 544   | 186                        | 145                   | 41                        | 358         | 57.65%                             | 65.81%              | 71.17%                  |

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| Company Info     |            |       |           |           |                     | LSR PR                     | OCESSING              |                                |       |                            |                       |                           |             |                                    | FLOWT               | HROUGH       |
|------------------|------------|-------|-----------|-----------|---------------------|----------------------------|-----------------------|--------------------------------|-------|----------------------------|-----------------------|---------------------------|-------------|------------------------------------|---------------------|--------------|
|                  |            |       |           |           |                     | LI                         | ESOG                  |                                |       |                            |                       |                           |             |                                    |                     |              |
|                  |            | M     | echanized | Interface | Used                | Manual                     | Rejects               | Valid                          | ated  |                            | Errors                |                           |             |                                    |                     |              |
| Name             | RESH / OCN | LENS  | EDI       | TAG       | Total Mech<br>LSR's | Total<br>Manual<br>Fallout | Auto<br>Clarification | Pending<br>Supps<br>(Z Status) | LSR's | Total<br>System<br>Fallout | BST Caused<br>Fallout | CLEC<br>Caused<br>Fallout | Issued SO's | Percent<br>Achieved<br>Flowthrough | Base<br>Calculation | Percent Flor |
| #153             |            | 0     | 0         | 11030     | 11030               | 1096                       | 1036                  | 29                             | 8869  | 7847                       | 5391                  | 2456                      | 1022        | 13.61%                             | 11.52%              | 15.94%       |
| #154             |            | 0     | 0         | 4         | 4                   | 1                          | 0                     | 1                              | 2     | 0                          | 0                     | 0                         | 2           | 66.67%                             | 100.00%             | 100.00%      |
| #155             |            | 9326  | 0         | 0         | 9326                | 406                        | 414                   | 27                             | 8479  | 1324                       | 1025                  | 299                       | 7155        | 83.33%                             | 84.38%              | 87.47%       |
| #156             |            | 95    | 0         | 0         | 95                  | 50                         | 27                    | 0                              | 18    | 6                          | 5                     | 1                         | 12          | 17.91%                             | 66.67%              | 70.59%       |
| #157             |            | 0     | 281       | 0         | 281                 | 4                          | 38                    | 12                             | 227   | 94                         | 61                    | 33                        | 133         | 67.17%                             | 58.59%              | 68.56%       |
| #158             |            | 2     | 0         | 0         | 2                   | 0                          | 1                     | 0                              | 1     | 0                          | 0                     | 0                         | 1           | 100.00%                            | 100.00%             | 100.00%      |
| #159             |            | 915   | 0         | 0         | 915                 | 71                         | 112                   | 7                              | 725   | 473                        | 361                   | 112                       | 252         | 36.84%                             | 34.76%              | 41.11%       |
| #160             |            | 12    | 0         | 0         | 12                  | 0                          | 5                     | 0                              | 7     | 3                          | 0                     | 3                         | 4           | 100.00%                            | 57.14%              | 100.00%      |
| #161             |            | 0     | 49        | 0         | 49                  | 14                         | 13                    | 0                              | 22    | 4                          | 3                     | 1                         | 18          | 51.43%                             | 81.82%              | 85.71%       |
| #162             |            | 0     | 562       | 0         | 562                 | 329                        | 83                    | 5                              | 145   | 46                         | 27                    | 19                        | 99          | 21.76%                             | 68.28%              | 78.57%       |
| #163             |            | 0     | 137       | 0         | 137                 | 39                         | 42                    | 0                              | 56    | 15                         | 7                     | 8                         | 41          | 47.13%                             | 73.21%              | 85.42%       |
| #164             |            | 441   | 0         | 0         | 441                 | 88                         | 59                    | 18                             | 276   | 134                        | 104                   | 30                        | 142         | 42.51%                             | 51.45%              | 57.72%       |
| #165             |            | 0     | 106       | 0         | 106                 | 14                         | 22                    | 0                              | 70    | 34                         | 20                    | 14                        | 36          | 51.43%                             | 51.43%              | 64.29%       |
| #166             |            | 0     | 1341      | 0         | 1341                | 84                         | 299                   | 0                              | 958   | 740                        | 117                   | 623                       | 218         | 52.03%                             | 22.76%              | 65.07%       |
| #167             |            | 0     | 10        | 0         | 10                  | 0                          | 2                     | 0                              | 8     | 1                          | 1                     | 0                         | 7           | 87.50%                             | 87.50%              | 87.50%       |
| #168             |            | 0     | 10        | 0         | 10                  | 3                          | 1                     | 0                              | 6     | 4                          | 1                     | 3                         | 2           | 33.33%                             | 33.33%              | 66.67%       |
| #169             |            | 0     | 65        | 0         | 65                  | 3                          | 9                     | 0                              | 53    | 32                         | 18                    | 14                        | 21          | 50.00%                             | 39.62%              | 53.85%       |
| #170             |            | 0     | 61        | 0         | 61                  | 8                          | 7                     | 0                              | 46    | 30                         | 16                    | 14                        | 16          | 40.00%                             | 34.78%              | 50.00%       |
| #171             |            | 63    | 0         | 0         | 63                  | 5                          | 11                    | 0                              | 47    | 19                         | 6                     | 13                        | 28          | 71.79%                             | 59.57%              | 82.35%       |
| #172             |            | 1076  | 0         | 0         | 1076                | 53                         | 111                   | 11                             | 901   | 245                        | 101                   | 144                       | 656         | 80.99%                             | 72.81%              | 86.66%       |
| #173             |            | 12    | 0         | 0         | 12                  | 0                          | 0                     | 1                              | 11    | 4                          | 2                     | 2                         | 7           | 77.78%                             | 63.64%              | 77.78%       |
| #174             |            | 6     | 0         | 0         | 6                   | 0                          | 1                     | 0                              | 5     | 2                          | 0                     | 2                         | 3           | 100.00%                            | 60.00%              | 100.00%      |
| #175             |            | 12    | 0         | 0         | 12                  | 3                          | 2                     | 0                              | 7     | 3                          | 2                     | 1                         | 4           | 44.44%                             | 57.14%              | 66.67%       |
| #176             |            | 51    | 0         | 0         | 51                  | 2                          | 3                     | 2                              | 44    | 20                         | 7                     | 13                        | 24          | 72.73%                             | 54.55%              | 77.42%       |
| #177             |            | 26    | 0         | 0         | 26                  | 4                          | 2                     | 0                              | 20    | 7                          | 2                     | 5                         | 13          | 68.42%                             | 65.00%              | 86.67%       |
| #178             |            | 9     | 0         | 0         | 9                   | 1                          | 0                     | 0                              | 8     | 4                          | 1                     | 3                         | 4           | 66.67%                             | 50.00%              | 80.00%       |
| #179             |            | 28    | 0         | 0         | 28                  | 2                          | 4                     | 1                              | 21    | 4                          | 3                     | 1                         | 17          | 77.27%                             | 80.95%              | 85.00%       |
| LENS Subtotal    |            | 46128 | 0         | 0         | 46128               | 5944                       | 3278                  | 527                            | 36379 | 9424                       | 7483                  | 1941                      | 26955       | 66.75%                             | 74.09%              | 78.27%       |
| EDI Subtotal     |            | 0     | 35895     | 0         | 35895               | 3314                       | 4309                  | 121                            | 28151 | 11357                      | 8631                  | 2726                      | 16794       | 58.44%                             | 59.66%              | 66.05%       |
| TAG Subtotal     |            | 0     | 0         | 19576     | 19576               | 2379                       | 2085                  | 211                            | 14901 | 10346                      | 7364                  | 2982                      | 4555        | 31.86%                             | 30.57%              | 38.22%       |
| TOTAL INTERFACES |            | 46128 | 35895     | 19576     | 101599              | 11637                      | 9672                  | 859                            | 79431 | 31127                      | 23478                 | 7649                      | 48304       | 57.91%                             | 60.81%              | 67.29%       |

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| AGGREGATE ORDER TYPES |            |                  |
|-----------------------|------------|------------------|
| Company Info          |            |                  |
|                       |            |                  |
|                       |            |                  |
| Name                  | RESH / OCN | FATAL<br>REJECTS |
| #1                    |            | 3                |
| #2                    |            | 1                |
| #3                    |            | 27               |
| #4                    |            | 5                |
| #5                    |            | 50               |
| #6                    |            | 9                |
| #7                    |            | 35               |
| #8                    |            | 40               |
| #9                    |            | 18               |
| #10                   |            | 15               |
| #11                   |            | 1                |
| #12                   |            | 2                |
| #13                   |            | 8                |
| #14                   |            | 8                |
| #15                   |            | 1                |
| #16                   |            | 3                |
| #17                   |            | 53               |
| #18                   |            | 7                |
| #19                   |            | 12               |
| #20                   |            | 5                |
| #21                   |            | 5                |
| #22                   |            | 24               |
| #23                   |            | 5                |
| #24                   |            | 50               |
| #25                   |            | 37               |
| #26                   |            | 3                |
| #27                   |            | 4                |
| #28                   |            | 11               |
| #29                   |            | 3                |
| #30                   |            | 5                |

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| AGGREGATE ORDER TYPES |            |                  |
|-----------------------|------------|------------------|
| Company Info          |            |                  |
|                       |            |                  |
|                       |            |                  |
| Name                  | RESH / OCN | FATAL<br>REJECTS |
| #31                   |            | 2                |
| #32                   |            | 12               |
| #33                   |            | 3                |
| #34                   |            | 5                |
| #35                   |            | 2                |
| #36                   |            | 2                |
| #37                   |            | 7                |
| #38                   |            | 72               |
| #39                   |            | 52               |
| #40                   |            | 2                |
| #41                   |            | 54               |
| #42                   |            | 3                |
| #43                   |            | 7                |
| #44                   |            | 65               |
| #45                   |            | 23               |
| #46                   |            | 35               |
| #47                   |            | 38               |
| #48                   |            | 59               |
| #49                   |            | 35               |
| #50                   |            | 33               |
| #51                   |            | 1                |
| #52                   |            | 18               |
| #53                   |            | 1                |
| #54                   |            | 1                |
| #55                   |            | 4                |
| #56                   |            | 824              |
| #57                   |            | 2                |
| #58                   |            | 8                |
| #59                   |            | 76               |
| #60                   |            | 63               |

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| AGGREGATE ORDER TYPES |            |                  |
|-----------------------|------------|------------------|
| Company Info          |            |                  |
|                       |            |                  |
|                       |            |                  |
| Name                  | RESH / OCN | FATAL<br>REJECTS |
| #61                   |            | 5                |
| #62                   |            | 141              |
| #63                   |            | 5                |
| #64                   |            | 16               |
| #65                   |            | 142              |
| #66                   |            | 171              |
| #67                   |            | 88               |
| #68                   |            | 1                |
| #69                   |            | 3                |
| #70                   |            | 212              |
| #71                   |            | 402              |
| #72                   |            | 3                |
| #73                   |            | 1                |
| #74                   |            | 61               |
| #75                   |            | 4                |
| #76                   |            | 8                |
| #77                   |            | 7                |
| #78                   |            | 30               |
| #79                   |            | 2                |
| #80                   |            | 3                |
| #81                   |            | 5                |
| #82                   |            | 6                |
| #83                   |            | 4                |
| #84                   |            | 4                |
| #85                   |            | 42               |
| #86                   |            | 2                |
| #87                   |            | 6                |
| #88                   |            | 29               |
| #89                   |            | 188              |
| #90                   |            | 15               |

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| AGGREGATE ORDER TYPES |            |                  |
|-----------------------|------------|------------------|
| Company Info          |            |                  |
|                       |            |                  |
|                       |            |                  |
| Name                  | RESH / OCN | FATAL<br>REJECTS |
| #91                   |            | 7                |
| #92                   |            | 1                |
| #93                   |            | 16               |
| #94                   |            | 7                |
| #95                   |            | 17               |
| #96                   |            | 1                |
| #97                   |            | 143              |
| #98                   |            | 52               |
| #99                   |            | 20               |
| #100                  |            | 1                |
| #101                  |            | 1                |
| #102                  |            | 4                |
| #103                  |            | 34               |
| #104                  |            | 2                |
| #105                  |            | 9                |
| #106                  |            | 3                |
| #107                  |            | 4                |
| #108                  |            | 9                |
| #109                  |            | 4                |
| #110                  |            | 7                |
| #111                  |            | 6                |
| #112                  |            | 21               |
| #113                  |            | 17               |
| #114                  |            | 11               |
| #115                  |            | 127              |
| #116                  |            | 11               |
| #117                  |            | 29               |
| #118                  |            | 24               |
| #119                  |            | 53               |
| #120                  |            | 2                |

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| AGGREGATE ORDER TYPES |            |                  |
|-----------------------|------------|------------------|
| Company Info          |            |                  |
|                       |            |                  |
|                       |            |                  |
| Name                  | RESH / OCN | FATAL<br>REJECTS |
| #121                  |            | 11               |
| #122                  |            | 3                |
| #123                  |            | 1                |
| #124                  |            | 10               |
| #125                  |            | 18               |
| #126                  |            | 7                |
| #127                  |            | 4                |
| #128                  |            | 5                |
| #129                  |            | 7                |
| #130                  |            | 4                |
| #131                  |            | 20               |
| #132                  |            | 44               |
| #133                  |            | 4                |
| #134                  |            | 62               |
| #135                  |            | 3                |
| #136                  |            | 1                |
| #137                  |            | 115              |
| #138                  |            | 28               |
| #139                  |            | 359              |
| #140                  |            | 4                |
| #141                  |            | 124              |
| #142                  |            | 2                |
| #143                  |            | 7                |
| #144                  |            | 1                |
| #145                  |            | 7                |
| #146                  |            | 4                |
| #147                  |            | 23               |
| #148                  |            | 2                |
| #149                  |            | 2                |
| #150                  |            | 2                |

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| AGGREGATE ORDER TYPES |            |                  |
|-----------------------|------------|------------------|
| Company Info          |            |                  |
|                       |            |                  |
|                       |            |                  |
| Name                  | RESH / OCN | FATAL<br>REJECTS |
| #151                  |            | 510              |
| #152                  |            | 8                |
| #153                  |            | 35               |
| #154                  |            | 110              |
| #155                  |            | 19               |
| #156                  |            | 4                |
| #157                  |            | 4                |
| #158                  |            | 3                |
| #159                  |            | 12               |
| #160                  |            | 3                |
| #161                  |            | 17               |
| #162                  |            | 14               |
| #163                  |            | 8                |
| #164                  |            | 1683             |
| #165                  |            | 47               |
| #166                  |            | 224              |
| #167                  |            | 1                |
| #168                  |            | 12               |
| #169                  |            | 2                |
| #170                  |            | 2                |
| #171                  |            | 8                |
| #172                  |            | 7                |
| #173                  |            | 3                |
| #174                  |            | 2                |
| #175                  |            | 1                |
| #176                  |            | 1                |
| #177                  |            | 7                |
| #178                  |            | 13               |
| #179                  |            | 131              |
| #180                  |            | 2                |

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| AGGREGATE ORDER TYPES |            |                  |
|-----------------------|------------|------------------|
| Company Info          |            |                  |
|                       |            |                  |
|                       |            |                  |
| Name                  | RESH / OCN | FATAL<br>REJECTS |
| #181                  |            | 74               |
| #182                  |            | 59               |
| #183                  |            | 117              |
| #184                  |            | 71               |
| #185                  |            | 210              |
| #186                  |            | 17               |
| #187                  |            | 443              |
| #188                  |            | 10               |
| #189                  |            | 7                |
| #190                  |            | 107              |
| #191                  |            | 7                |
| #192                  |            | 3                |
| #193                  |            | 36               |
| #194                  |            | 2                |
| #195                  |            | 1                |
| #196                  |            | 21               |
| #197                  |            | 3                |
| #198                  |            | 59               |
| #199                  |            | 1                |
| #200                  |            | 7                |
| #201                  |            | 2                |
| #202                  |            | 5                |
| #203                  |            | 1                |
| #204                  |            | 6                |
| #205                  |            | 3                |
| #206                  |            | 65               |
| #207                  |            | 33               |
| #208                  |            | 2                |
| #209                  |            | 5                |
| #210                  |            | 12               |

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| AGGREGATE ORDER TYPES |            |                  |
|-----------------------|------------|------------------|
| Company Info          |            |                  |
|                       |            |                  |
|                       |            |                  |
| Name                  | RESH / OCN | FATAL<br>REJECTS |
| #211                  |            | 1                |
| #212                  |            | 2                |
| #213                  |            | 7                |
| #214                  |            | 13               |
| #215                  |            | 33               |
| #216                  |            | 2                |
| #217                  |            | 40               |
| #218                  |            | 4                |
| #219                  |            | 9                |
| #220                  |            | 1423             |
| #221                  |            | 8                |
| #222                  |            | 15               |
| #223                  |            | 2                |
| #224                  |            | 19               |
| #225                  |            | 37               |
| #226                  |            | 25               |
| #227                  |            | 1                |
| #228                  |            | 6                |
| #229                  |            | 7                |
| #230                  |            | 49               |
| #231                  |            | 31               |
| #232                  |            | 35               |
| #233                  |            | 9                |
| #234                  |            | 22               |
| #235                  |            | 19               |
| #236                  |            | 77               |
| #237                  |            | 8                |
| #238                  |            | 2                |
| #239                  |            | 703              |
| #240                  |            | 51               |

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| AGGREGATE ORDER TYPES |            |                  |
|-----------------------|------------|------------------|
| Company Info          |            |                  |
|                       |            |                  |
|                       |            |                  |
| Name                  | RESH / OCN | FATAL<br>REJECTS |
| #241                  |            | 1                |
| #242                  |            | 3                |
| #243                  |            | 87               |
| #244                  |            | 18               |
| #245                  |            | 10               |
| #246                  |            | 4                |
| #247                  |            | 9                |
| #248                  |            | 6                |
| #249                  |            | 22               |
| #250                  |            | 31               |
| #251                  |            | 10               |
| #252                  |            | 36               |
| #253                  |            | 9                |
| #254                  |            | 19               |
| #255                  |            | 2                |
| #256                  |            | 18               |
| #257                  |            | 7                |
| #258                  |            | 27               |
| #259                  |            | 40               |
| #260                  |            | 387              |
| #261                  |            | 3                |
| #262                  |            | 4                |
| #263                  |            | 9                |
| #264                  |            | 5                |
| #265                  |            | 5                |
| Total                 |            | 12806            |

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| AGGREGATE                        | ORDER TY     | PES             |                 |  |           |            |           |       |            |                    |
|----------------------------------|--------------|-----------------|-----------------|--|-----------|------------|-----------|-------|------------|--------------------|
| ERROR DETA                       | AILS (Auto C | larifications ( | A) & Errors (E) |  | CAUSATION |            |           |       |            |                    |
|                                  | -            |                 |                 |  |           | CLEC Cause | d         |       | BST Caused |                    |
| Error Type<br>(by error<br>code) | Count        | %               | S<br>%          | Error Description  | Count     | % of Agg   | % of CLEC | Count | % of Agg   | % of BST<br>Caused |
| 1000                             | 8000         | 9.16%           | 9.16%           | IF CHGING CLASS OF SERVICE ALL PERTINENT USOCS MUST BE POPULATED IN AND OUT- | 7506      | 100.00%    | 9.16%     | 494   | 6.18%      | 2.35%              |
| 7020                             | 1357         | 1.55%           | 10.72%          | NUM= TELNO= TN NOT FOUND IN CRIS   | 1294      | 100.00%    | 1.55%     | 63    | 4.64%      | 0.30%              |
| 7040                             | 4            | 0.00%           | 10.72%          | LOGON ABORTED/FAILED   | 2         | 100.00%    | 0.00%     | 2     | 50.00%     | 0.01%              |
| 7055                             | 2058         | 2.36%           | 13.08%          | NUM= TELNO= ACCOUNT IS FINAL   | 1783      | 100.00%    | 2.36%     | 275   | 13.36%     | 1.31%              |
| 7095                             | 1            | 0.00%           | 13.08%          | INCORRECT RATE ZONE DATA RECEIVED FROM RSAG                                  | 0         | 100.00%    | 0.00%     | 1     | 100.00%    | 0.00%              |
| 7110                             | 1053         | 1.21%           | 14.28%          | COFFI NOT AVAILABLE  | 428       | 100.00%    | 1.21%     | 625   | 59.35%     | 2.97%              |
| 7115                             | 66           | 0.08%           | 14.36%          | DSAP TELEPHONE NUMBER NOT ACTIVE/FOUND IN SITE                               | 22        | 100.00%    | 0.08%     | 44    | 66.67%     | 0.21%              |
| 7150                             | 6            | 0.01%           | 14.37%          | UNE - ERROR GENERATING ECCKT   | 5         | 100.00%    | 0.01%     | 1     | 16.67%     | 0.00%              |
| 7225                             | 26           | 0.03%           | 14.40%          | USOC= IS MISSING   | 26        | 100.00%    | 0.03%     | 0     | 0.00%      | 0.00%              |
| 7230                             | 3            | 0.00%           | 14.40%          | REFERENCE OF CALL OPTION NOT VALID FOR THIS ACCOUNT ACTIVITY TYPE            | 3         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.00%              |
| 7245                             | 63           | 0.07%           | 14.47%          | NUM= ZCRT FID, DATA, OR DELIMITER IS MISSING                                 | 50        | 100.00%    | 0.07%     | 13    | 20.63%     | 0.06%              |
| 7250                             | 601          | 0.69%           | 15.16%          | LSR HOUSENUMBER INCORRECT  | 581       | 100.00%    | 0.69%     | 20    | 3.33%      | 0.10%              |
| 7267                             | 8            | 0.01%           | 15.17%          | UNE - LOCBAN MISSING FOR LINP ORDER  | 8         | 100.00%    | 0.01%     | 0     | 0.00%      | 0.00%              |
| 7295                             | 11           | 0.01%           | 15.18%          | LINE CLASS OF SERVICE MISSING. NUM AND TN REQUIRED                           | 9         | 100.00%    | 0.01%     | 2     | 18.18%     | 0.01%              |
| 7300                             | 21           | 0.02%           | 15.21%          | UNE - CANNOT GENERATE CLASS OF SERVICE USOC                                  | 19        | 100.00%    | 0.02%     | 2     | 9.52%      | 0.01%              |
| 7315                             | 1883         | 2.16%           | 17.36%          | CANNOT GENERATE BILLING NAME AND ADDRESS FIDS                                | 1876      | 100.00%    | 2.16%     | 7     | 0.37%      | 0.03%              |
| 7375                             | 33           | 0.04%           | 17.40%          | UNE - BOCABS SCREEN ERROR BOE001 ACCOUNT NUMBER NOT FOUND                    | 33        | 100.00%    | 0.04%     | 0     | 0.00%      | 0.00%              |
| 7380                             | 130          | 0.15%           | 17.55%          | UNE - ACTL INVALID   | 126       | 100.00%    | 0.15%     | 4     | 3.08%      | 0.02%              |
| 7400                             | 7212         | 8.26%           | 25.81%          | CLEC DOES NOT OWN THIS ACCOUNT.  | 6274      | 100.00%    | 8.26%     | 938   | 13.01%     | 4.46%              |
| 7435                             | 3            | 0.00%           | 25.81%          | WKG SVC - INPUT ADL, CONVSN ORD OR NOTE ABAND STA                            | 3         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.00%              |
| 7445                             | 62           | 0.07%           | 25.88%          | UNE - CALL FORWARD TN REQUIRED   | 61        | 100.00%    | 0.07%     | 1     | 1.61%      | 0.00%              |
| 7465                             | 1716         | 1.97%           | 27.85%          | CANNOT CANCEL ORDER  | 968       | 100.00%    | 1.97%     | 748   | 43.59%     | 3.56%              |
| 7495                             | 76           | 0.09%           | 27.93%          | UNE - DIR LOCATOR PROBLEM  | 4         | 100.00%    | 0.09%     | 72    | 94.74%     | 0.34%              |
| 7500                             | 4            | 0.00%           | 27.94%          | DUE DATE COULD NOT BE DETERMINED   | 2         | 100.00%    | 0.00%     | 2     | 50.00%     | 0.01%              |
| 7555                             | 165          | 0.19%           | 28.13%          | FID MISSING IN FEATURE DETAIL  | 145       | 100.00%    | 0.19%     | 20    | 12.12%     | 0.10%              |
| 7630                             | 430          | 0.49%           | 28.62%          | MEMORY CALL SERVICE NOT AVAILABLE IN SWITCH                                  | 155       | 100.00%    | 0.49%     | 275   | 63.95%     | 1.31%              |
| 7640                             | 5            | 0.01%           | 28.63%          | DUPLICATE CUSTOMERS EXCEED NINE ON CSR                                       | 1         | 100.00%    | 0.01%     | 4     | 80.00%     | 0.02%              |
| 7645                             | 1819         | 2.08%           | 30.71%          | MATCH IN CSR SA AND LSR HOUSENUM NOT FOUND                                   | 1026      | 100.00%    | 2.08%     | 793   | 43.60%     | 3.77%              |
| 7660                             | 1            | 0.00%           | 30.71%          | USOC FUJ1X NOT FOR RESALE  | 1         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.00%              |
| 7690                             | 22           | 0.03%           | 30.74%          | UNE - ACTL AND ENDUSER LSO MUST BE THE SAME FOR LOOP/LINP SERVICE            | 22        | 100.00%    | 0.03%     | 0     | 0.00%      | 0.00%              |
| 7710                             | 290          | 0.33%           | 31.07%          | CANNOT CANCEL OR CHANGE DUE DATE ON NON-EXISTENT ORDER                       | 172       | 100.00%    | 0.33%     | 118   | 40.69%     | 0.56%              |
| 7715                             | 72           | 0.08%           | 31.15%          | SOCS TIMEOUT/NOT AVAILABLE   | 35        | 100.00%    | 0.08%     | 37    | 51.39%     | 0.18%              |
| 7718                             | 1371         | 1.57%           | 32.72%          | UNABLE TO RETRIEVE PSO TO PROCESS SUP  | 557       | 100.00%    | 1.57%     | 814   | 59.37%     | 3.87%              |
| 7725                             | 136          | 0.16%           | 32.88%          | WAITING PERIOD EQUALS 5 MINUTES  | 43        | 100.00%    | 0.16%     | 93    | 68.38%     | 0.44%              |
| 7735                             | 10           | 0.01%           | 32.89%          | INVALID/MISSING LISTING NAME OR TYPE   | 10        | 100.00%    | 0.01%     | 0     | 0.00%      | 0.00%              |
| 7740                             | 13           | 0.01%           | 32.90%          | LOCAL CALLING PLUS INDICATOR NOT FOUND                                       | 12        | 100.00%    | 0.01%     | 1     | 7.69%      | 0.00%              |

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| AGGREGATE                        | ORDER TY     | PES             |                 |  |           |            |           |       |            |                    |
|----------------------------------|--------------|-----------------|-----------------|--|-----------|------------|-----------|-------|------------|--------------------|
| ERROR DETA                       | AILS (Auto C | larifications ( | A) & Errors (E) |  | CAUSATION |            |           |       |            |                    |
|                                  | ,            |                 |                 |  |           | CLEC Cause | d         |       | BST Caused |                    |
| Error Type<br>(by error<br>code) | Count        | %               | S<br>%          | Error Description  | Count     | % of Agg   | % of CLEC | Count | % of Agg   | % of BST<br>Caused |
| 7755                             | 43           | 0.05%           | 32.95%          | UNE - NPANXX NOT FOUND IN CLLI TABLE   | 38        | 100.00%    | 0.05%     | 5     | 11.63%     | 0.02%              |
| 7805                             | 459          | 0.53%           | 33.48%          | SITE COULD NOT BE DETERMINED   | 304       | 100.00%    | 0.53%     | 155   | 33.77%     | 0.74%              |
| 7815                             | 43           | 0.05%           | 33.53%          | FID=RCU INVALID OR MISSING DATA  | 26        | 100.00%    | 0.05%     | 17    | 39.53%     | 0.08%              |
| 7850                             | 5            | 0.01%           | 33.53%          | RSAG - NEED ADDITIONAL ADDRESS OR TN   | 5         | 100.00%    | 0.01%     | 0     | 0.00%      | 0.00%              |
| 7860                             | 963          | 1.10%           | 34.64%          | RSAG - NO EXACT MATCH ON STREET NAME   | 949       | 100.00%    | 1.10%     | 14    | 1.45%      | 0.07%              |
| 7890                             | 191          | 0.22%           | 34.85%          | RSAG - NO EXACT MATCH ON SUPPLEMENTAL ADDRESS                                    | 189       | 100.00%    | 0.22%     | 2     | 1.05%      | 0.01%              |
| 7900                             | 35           | 0.04%           | 34.89%          | RSAG - NO MATCH ON STREET NAME   | 35        | 100.00%    | 0.04%     | 0     | 0.00%      | 0.00%              |
| 7905                             | 1361         | 1.56%           | 36.45%          | RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT         | 1277      | 100.00%    | 1.56%     | 84    | 6.17%      | 0.40%              |
| 7910                             | 54           | 0.06%           | 36.51%          | RSAG - NO MATCH ON EXACT STREET NAME   | 37        | 100.00%    | 0.06%     | 17    | 31.48%     | 0.08%              |
| 7935                             | 16           | 0.02%           | 36.53%          | RSAG-SIMILAR STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP                      | 16        | 100.00%    | 0.02%     | 0     | 0.00%      | 0.00%              |
| 7945                             | 32           | 0.04%           | 36.57%          | RSAG SYSTEM ERROR  | 18        | 100.00%    | 0.04%     | 14    | 43.75%     | 0.07%              |
| 8130                             | 1            | 0.00%           | 36.57%          | CONVERSION SPECIFIED CAN ONLY BE USED ON RETAIL TO UNE SERVICE                   | 1         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.00%              |
| 8150                             | 250          | 0.29%           | 36.86%          | ORDER HAS BEEN REQUEUED FOR THE MAXIMUM NUMBER OF OCCURRENCES                    | 35        | 100.00%    | 0.29%     | 215   | 86.00%     | 1.02%              |
| 8167                             | 35           | 0.04%           | 36.90%          | INVALID USOC CHARACTER. FORMAT SAE 013 11 CREXI                                  | 35        | 100.00%    | 0.04%     | 0     | 0.00%      | 0.00%              |
| 8170                             | 381          | 0.44%           | 37.33%          | USOC MAY ONLY APPEAR ONCE. FORMAT SAE 110 I1 CREX1 /TN                           | 381       | 100.00%    | 0.44%     | 0     | 0.00%      | 0.00%              |
| 8173                             | 54           | 0.06%           | 37.39%          | INVALID CLASS OF SERVICE. FORMAT IDNT 131 UEPRL=                                 | 54        | 100.00%    | 0.06%     | 0     | 0.00%      | 0.00%              |
| 8180                             | 97           | 0.11%           | 37.51%          | LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFER        | 97        | 100.00%    | 0.11%     | 0     | 0.00%      | 0.00%              |
| 8183                             | 8            | 0.01%           | 37.52%          | AREA CALLING PLAN USOC MISMATCH. FORMAT 320 LINE UPP :0000000 / LINE ASSIGN :000 | 8         | 100.00%    | 0.01%     | 0     | 0.00%      | 0.00%              |
| 8185                             | 32           | 0.04%           | 37.55%          | ESC/ESCWT NOT VALID COMBINATION. FORMAT SAE 424 I1 ESCWT                         | 32        | 100.00%    | 0.04%     | 0     | 0.00%      | 0.00%              |
| 8187                             | 155          | 0.18%           | 37.73%          | USOC MAY NOT APPEAR ON REQUEST. FORMAT SAE 431 T1 EMP1S /TN                      | 155       | 100.00%    | 0.18%     | 0     | 0.00%      | 0.00%              |
| 8189                             | 761          | 0.87%           | 38.60%          | USOC IS NOT VALID ON BST FILE. FORMAT SAE 433 11 CREX6                           | 761       | 100.00%    | 0.87%     | 0     | 0.00%      | 0.00%              |
| 8190                             | 958          | 1.10%           | 39.70%          | INVALID USOC FOR BASIC CLASS OF SERVICE. FORMAT SAE 434 11 S98CP /TN             | 958       | 100.00%    | 1.10%     | 0     | 0.00%      | 0.00%              |
| 8193                             | 5            | 0.01%           | 39.70%          | USOC NOT VALID WITH CALLER ID. FORMAT SAE 473 I1 NXMCR /TN                       | 5         | 100.00%    | 0.01%     | 0     | 0.00%      | 0.00%              |
| 8195                             | 219          | 0.25%           | 39.95%          | CALL FORWARDING USOC MUST NOT APPEAR. FORMAT SAE 540 I1 GCJ /TN                  | 219       | 100.00%    | 0.25%     | 0     | 0.00%      | 0.00%              |
| 8197                             | 248          | 0.28%           | 40.24%          | CALL FORWARDING USOC MUST APPEAR. FORMAT SAE 541                                 | 248       | 100.00%    | 0.28%     | 0     | 0.00%      | 0.00%              |
| 8199                             | 28           | 0.03%           | 40.27%          | GCJRC/GCJ COMBINATION INVALID. FORMAT SAE 560 I1 GCJRC /TN                       | 28        | 100.00%    | 0.03%     | 0     | 0.00%      | 0.00%              |
| 8204                             | 98           | 0.11%           | 40.38%          | BCR/NSS/NX8 INVALID USOC COMBINATION. FORMAT SAE 575 R1 NSS /TN                  | 98        | 100.00%    | 0.11%     | 0     | 0.00%      | 0.00%              |
| 8207                             | 34           | 0.04%           | 40.42%          | BRD/NSQ/NX9 INVALID USOC COMBINATION. FORMAT SAE 576 11 NX9 /TN                  | 34        | 100.00%    | 0.04%     | 0     | 0.00%      | 0.00%              |
| 8209                             | 250          | 0.29%           | 40.71%          | USOC COMBINATION IS INVALID. FORMAT SAE 587 11 ESXDC /TN                         | 250       | 100.00%    | 0.29%     | 0     | 0.00%      | 0.00%              |
| 8240                             | 124          | 0.14%           | 40.85%          | INVALID LINE CLASS OF SVC FOR REQUESTED SERVICE                                  | 124       | 100.00%    | 0.14%     | 0     | 0.00%      | 0.00%              |
| 8250                             | 45           | 0.05%           | 40.90%          | USOC= NOT APPLICABLE TO PORT LOOP SERVICE  | 45        | 100.00%    | 0.05%     | 0     | 0.00%      | 0.00%              |
| 8415                             | 21           | 0.02%           | 40.93%          | LSF LP ALREADY EXISTS ON ACCOUNT   | 21        | 100.00%    | 0.02%     | 0     | 0.00%      | 0.00%              |
| 8430                             | 2            | 0.00%           | 40.93%          | LSF DOES NOT EXIST ON ACCOUNT  | 1         | 100.00%    | 0.00%     | 1     | 50.00%     | 0.00%              |
| 8700                             | 1            | 0.00%           | 40.93%          | RSAG-INVALID SEARCH AREA   | 1         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.00%              |
| 8820                             | 215          | 0.25%           | 41.18%          | SOCS ERROR: LUD BILL 004 ACT CODE NOT FOR THIS ORD TYPE                          | 112       | 100.00%    | 0.25%     | 103   | 47.91%     | 0.49%              |
| 8825                             | 15435        | 17.68%          | 58.85%          | ORDER ERR:   | 3489      | 100.00%    | 17.68%    | 11946 | 77.40%     | 56.86%             |

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| AGGREGATE                        | ORDER TY     | PES             |                |  |           |            |           |       |            |                    |
|----------------------------------|--------------|-----------------|----------------|--|-----------|------------|-----------|-------|------------|--------------------|
| ERROR DETA                       | AILS (Auto C | larifications ( | A) & Errors (E |  | CAUSATION |            |           |       |            |                    |
|                                  | -            |                 |                |  |           | CLEC Cause | d         |       | BST Caused |                    |
| Error Type<br>(by error<br>code) | Count        | %               | S<br>%         | Error Description  | Count     | % of Agg   | % of CLEC | Count | % of Agg   | % of BST<br>Caused |
| 8830                             | 5265         | 6.03%           | 64.88%         | CLEC ALREADY OWNS THIS ACCOUNT   | 4765      | 100.00%    | 6.03%     | 500   | 9.50%      | 2.38%              |
| 8850                             | 13           | 0.01%           | 64.90%         | CFA NOT FOUND,PLEASE VERIFY CFA  | 13        | 100.00%    | 0.01%     | 0     | 0.00%      | 0.00%              |
| 8855                             | 4            | 0.00%           | 64.90%         | NO ACTL IN LSR   | 4         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.00%              |
| 8885                             | 1            | 0.00%           | 64.90%         | LINE ACT IS V AND LINE IS NOT ON CUSTOMER RECORD                             | 1         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.00%              |
| 8890                             | 1            | 0.00%           | 64.90%         | UNE - INVALID ACT TYPE/LNA/FEATURE COMBINATION                               | 1         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.00%              |
| 8940                             | 512          | 0.59%           | 65.49%         | CALL FORWARDING NUMBER MISSING OR INVALID                                    | 484       | 100.00%    | 0.59%     | 28    | 5.47%      | 0.13%              |
| 8945                             | 44           | 0.05%           | 65.54%         | LINECLSSVC AND TOS DO NOT MATCH  | 44        | 100.00%    | 0.05%     | 0     | 0.00%      | 0.00%              |
| 8970                             | 687          | 0.79%           | 66.33%         | FID RCU WITH TWC FOUND ON SAME LINE AS 3-WAY CALLING USOC                    | 642       | 100.00%    | 0.79%     | 45    | 6.55%      | 0.21%              |
| 8995                             | 8            | 0.01%           | 66.33%         | SEMICOLON DISALLOWED WITH (+) SIGN IN PERSONAL NAME LISTINGS                 | 8         | 100.00%    | 0.01%     | 0     | 0.00%      | 0.00%              |
| 9000                             | 25           | 0.03%           | 66.36%         | LSO/LOCBAN (NPANXX) MISSING OR INVALID                                       | 23        | 100.00%    | 0.03%     | 2     | 8.00%      | 0.01%              |
| 9015                             | 4            | 0.00%           | 66.37%         | SUP FAILED TO UPDATE DUE DATE  | 4         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.00%              |
| 9030                             | 2            | 0.00%           | 66.37%         | PIC DATA OF A VALID PIC CODE OR NONE IS REQUIRED                             | 2         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.00%              |
| 9040                             | 1            | 0.00%           | 66.37%         | DDD/DDD-CC REQUIRED  | 1         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.00%              |
| 9060                             | 1            | 0.00%           | 66.37%         | EU-STREET-1 REQUIRED   | 1         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.00%              |
| 9110                             | 4            | 0.00%           | 66.38%         | TELNO= PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TY | 4         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.00%              |
| 9115                             | 4            | 0.00%           | 66.38%         | TELNO= LPIC REQUIRED PER UNIQUE TELNO ON A, V, P9 LINE ACTIVITY TYPES        | 4         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.00%              |
| 9155                             | 72           | 0.08%           | 66.46%         | UNE - PORTED OUT NUMBER  | 68        | 100.00%    | 0.08%     | 4     | 5.56%      | 0.02%              |
| 9160                             | 103          | 0.12%           | 66.58%         | LOCBAN INVALID FOR PORTED NUMBER ACTIVITY                                    | 103       | 100.00%    | 0.12%     | 0     | 0.00%      | 0.00%              |
| 9190                             | 1            | 0.00%           | 66.58%         | ZIP CODE IS NOT NUMERIC  | 1         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.00%              |
| 9245                             | 122          | 0.14%           | 66.72%         | CORRECT ECCKT IS REQUIRED FOR LNA , LNUM                                     | 118       | 100.00%    | 0.14%     | 4     | 3.28%      | 0.02%              |
| 9432                             | 1            | 0.00%           | 66.72%         | DLNUM=0002 LTN= LTXTY OF CR REQUIRES SEE AS FIRST WORD IN LTEXT              | 1         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.00%              |
| 9433                             | 1            | 0.00%           | 66.73%         | DLNUM=0001 LTN=HTN ACCOUNT NOT OWNED BY CLEC                                 | 0         | 100.00%    | 0.00%     | 1     | 100.00%    | 0.00%              |
| 9439                             | 98           | 0.11%           | 66.84%         | LTN= DISPOSITION OF LISTINGS ON MIGRATED LINES REQUIRED                      | 96        | 100.00%    | 0.11%     | 2     | 2.04%      | 0.01%              |
| 9442                             | 356          | 0.41%           | 67.25%         | DLNUM=0002 LTN= ALI MUST BE UNIQUE   | 352       | 100.00%    | 0.41%     | 4     | 1.12%      | 0.02%              |
| 9466                             | 23           | 0.03%           | 67.27%         | UNABLE TO DETERMINE BLOCK CHOICE   | 23        | 100.00%    | 0.03%     | 0     | 0.00%      | 0.00%              |
| 9471                             | 9            | 0.01%           | 67.28%         | TOTAL QUANTITY OF VCA AND SCO SHOULD EQUAL IWJQ                              | 8         | 100.00%    | 0.01%     | 1     | 11.11%     | 0.00%              |
| 9475                             | 328          | 0.38%           | 67.66%         | ACT= ALLOWED ONLY ON SAME LOCNUM SERVICE ADDRESS                             | 316       | 100.00%    | 0.38%     | 12    | 3.66%      | 0.06%              |
| 9476                             | 77           | 0.09%           | 67.75%         | IS NOT FOUND ON CSR TO DISCONNECT  | 73        | 100.00%    | 0.09%     | 4     | 5.19%      | 0.02%              |
| 9477                             | 43           | 0.05%           | 67.80%         | LSR LNUM=00002 INVALID LNA, NO RECORDED CHANGE FOR TELEPHONE NUMBER          | 33        | 100.00%    | 0.05%     | 10    | 23.26%     | 0.05%              |
| 9479                             | 82           | 0.09%           | 67.89%         | LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO MODIFY                       | 80        | 100.00%    | 0.09%     | 2     | 2.44%      | 0.01%              |
| 9481                             | 1351         | 1.55%           | 69.44%         | LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO DISCONNECT                   | 1263      | 100.00%    | 1.55%     | 88    | 6.51%      | 0.42%              |
| 9484                             | 30           | 0.03%           | 69.47%         | TNS= FOR LNUM=00001 ALREADY EXIST ON ATN=                                    | 27        | 100.00%    | 0.03%     | 3     | 10.00%     | 0.01%              |
| 9487                             | 3            | 0.00%           | 69.47%         | INVALID ACT TYPE FOR FULL MIGRATION  | 3         | 100.00%    | 0.00%     | 0     | 0.00%      | 0.00%              |
| 9488                             | 665          | 0.76%           | 70.24%         | DISPOSITION OF ALL LINES REQUIRED ON ACT V                                   | 657       | 100.00%    | 0.76%     | 8     | 1.20%      | 0.04%              |
| 9495                             | 32           | 0.04%           | 70.27%         | EATN= MUST EXIST FOR ACT P AND Q   | 31        | 100.00%    | 0.04%     | 1     | 3.13%      | 0.00%              |
| 9496                             | 2319         | 2.66%           | 72.93%         | TNS= ON LNUM=00004 NOT FOUND ON EATN= FOR ACT=                               | 2206      | 100.00%    | 2.66%     | 113   | 4.87%      | 0.54%              |

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| AGGREGATE                        | ORDER TY     | PES             |                 |  |           |             |           |       |            |                    |
|----------------------------------|--------------|-----------------|-----------------|--|-----------|-------------|-----------|-------|------------|--------------------|
| ERROR DETA                       | AILS (Auto C | larifications ( | A) & Errors (E) |  | CAUSATION |             |           |       |            |                    |
|                                  | -            |                 |                 |  |           | CLEC Caused | d         |       | BST Caused |                    |
| Error Type<br>(by error<br>code) | Count        | %               | S<br>%          | Error Description  | Count     | % of Agg    | % of CLEC | Count | % of Agg   | % of BST<br>Caused |
| 9497                             | 3            | 0.00%           | 72.93%          | LEATN= ON LNUM=00001 AND EATN= ARE NOT COMPATIBLE                            | 2         | 100.00%     | 0.00%     | 1     | 33.33%     | 0.00%              |
| 9498                             | 4            | 0.00%           | 72.94%          | EAN= ON LNUM= AND LEAN= ARE POPULATED  | 4         | 100.00%     | 0.00%     | 0     | 0.00%      | 0.00%              |
| 9503                             | 1            | 0.00%           | 72.94%          | FA OF D AND C ARE DISALLOWED WHEN TNS IS NOT POPULATED FOR A LEATN           | 1         | 100.00%     | 0.00%     | 0     | 0.00%      | 0.00%              |
| 9515                             | 1842         | 2.11%           | 75.05%          | WKG SVC-INPUT ADL, CONVERSION ORDER OR NOTE ABANDONED STATION                | 1758      | 100.00%     | 2.11%     | 84    | 4.56%      | 0.40%              |
| 9516                             | 34           | 0.04%           | 75.09%          | WSOP OF V AND ADL NOT ALLOWED ON SAME ATN                                    | 31        | 100.00%     | 0.04%     | 3     | 8.82%      | 0.01%              |
| 9517                             | 25           | 0.03%           | 75.11%          | UNDC INVALID IF PIC ALREADY EXISTS   | 25        | 100.00%     | 0.03%     | 0     | 0.00%      | 0.00%              |
| 9523                             | 14           | 0.02%           | 75.13%          | LOCNUM=000 HNUM=00001 HT= MIXED NPA(S) ARE NOT ALLOWED FOR HUNTING IN THIS S | 14        | 100.00%     | 0.02%     | 0     | 0.00%      | 0.00%              |
| 9526                             | 7            | 0.01%           | 75.14%          | BLOCK CHOICE DOES NOT EXIST ON ACCOUNT                                       | 7         | 100.00%     | 0.01%     | 0     | 0.00%      | 0.00%              |
| 9529                             | 2046         | 2.34%           | 77.48%          | CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED                          | 1961      | 100.00%     | 2.34%     | 85    | 4.15%      | 0.40%              |
| 9530                             | 1            | 0.00%           | 77.48%          | APPOINTMENT TIME CANNOT BE PRIOR TO 800A OR LATER THAN 500P                  | 1         | 100.00%     | 0.00%     | 0     | 0.00%      | 0.00%              |
| 9543                             | 35           | 0.04%           | 77.52%          | LOCNUM= HNUM= HT= HT CANNOT BE IN MORE THAN ONE HID                          | 34        | 100.00%     | 0.04%     | 1     | 2.86%      | 0.00%              |
| 9545                             | 12           | 0.01%           | 77.54%          | LOCNUM= HNUM=00001 HA OF D NOT ALLOWED                                       | 11        | 100.00%     | 0.01%     | 1     | 8.33%      | 0.00%              |
| 9600                             | 2            | 0.00%           | 77.54%          | TASKMATE ERROR INCORRECT SCREEN FORMAT ON HOST                               | 0         | 100.00%     | 0.00%     | 2     | 100.00%    | 0.01%              |
| 9602                             | 2504         | 2.87%           | 80.41%          | USOC=NSS ALREADY EXISTS ON CUSTOMER RECORD                                   | 2338      | 100.00%     | 2.87%     | 166   | 6.63%      | 0.79%              |
| 9605                             | 94           | 0.11%           | 80.51%          | USOC NOT FOR RESALE FORMAT SAE 959 T1 PGRAX /ZPGR 1 /RMKR (A)                | 94        | 100.00%     | 0.11%     | 0     | 0.00%      | 0.00%              |
| 9606                             | 11           | 0.01%           | 80.53%          | TNS CANNOT BE REASSIGNED FOR 90 DAYS   | 11        | 100.00%     | 0.01%     | 0     | 0.00%      | 0.00%              |
| 9616                             | 16           | 0.02%           | 80.54%          | YPH INVALID  | 16        | 100.00%     | 0.02%     | 0     | 0.00%      | 0.00%              |
| 9623                             | 10           | 0.01%           | 80.56%          | TOUCHTONE IS INVALID WITH AREA PLUS SERVICE                                  | 9         | 100.00%     | 0.01%     | 1     | 10.00%     | 0.00%              |
| 9626                             | 443          | 0.51%           | 81.06%          | CLASS OF SERVICE LNPRL NOT ELIGIBLE FOR CONVERSION TO PORT/LOOP              | 419       | 100.00%     | 0.51%     | 24    | 5.42%      | 0.11%              |
| 9627                             | 9664         | 11.07%          | 92.13%          | ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER                               | 8766      | 100.00%     | 11.07%    | 898   | 9.29%      | 4.27%              |
| 9628                             | 152          | 0.17%           | 92.30%          | REQUEST DOES NOT QUALIFY FOR STAR 98 SERVICE                                 | 142       | 100.00%     | 0.17%     | 10    | 6.58%      | 0.05%              |
| 9629                             | 22           | 0.03%           | 92.33%          | CALL FORWARDING FID (CFND) AND CFND TN REQUIRED BEHIND USOC S98AF            | 22        | 100.00%     | 0.03%     | 0     | 0.00%      | 0.00%              |
| 9637                             | 1            | 0.00%           | 92.33%          | STAR 98 SERVICE IS NOT AVAILABLE FOR THIS CENTRAL OFFICE                     | 1         | 100.00%     | 0.00%     | 0     | 0.00%      | 0.00%              |
| 9639                             | 24           | 0.03%           | 92.36%          | CATEGORY L USOC MUST APPEAR FOR SAME TN                                      | 24        | 100.00%     | 0.03%     | 0     | 0.00%      | 0.00%              |
| 9641                             | 2557         | 2.93%           | 95.29%          | REQUESTED ACTIVITY ALREADY PENDING DM4V32                                    | 2446      | 100.00%     | 2.93%     | 111   | 4.34%      | 0.53%              |
| 9643                             | 1            | 0.00%           | 95.29%          | STAR 98 SERVICE NOT VALID ON THIS REQTYP/ACT TYPE COMBINATION                | 0         | 100.00%     | 0.00%     | 1     | 100.00%    | 0.00%              |
| 9647                             | 281          | 0.32%           | 95.61%          | BAN DOES NOT EXIST FOR COMPANY CODE  | 278       | 100.00%     | 0.32%     | 3     | 1.07%      | 0.01%              |
| 9654                             | 160          | 0.18%           | 95.79%          | DIRECTORY DELIVERY ADDRESS IS REQUIRED FOR INDEFINITE OR UNNUMBERED ENDUS    | 160       | 100.00%     | 0.18%     | 0     | 0.00%      | 0.00%              |
| 9656                             | 1            | 0.00%           | 95.79%          | SLTN NOT FOUND ON CRIS ACCOUNT FOR LNA N, LNUM                               | 1         | 100.00%     | 0.00%     | 0     | 0.00%      | 0.00%              |
| 9670                             | 21           | 0.02%           | 95.82%          | TOUCHTONE USOC REQUIRED INWARD OR RECAPPED - FORMAT SAE 004                  | 21        | 100.00%     | 0.02%     | 0     | 0.00%      | 0.00%              |
| 9671                             | 83           | 0.10%           | 95.91%          | TOUCHTNE USOC REQUIRED - FORMAT SAE 245                                      | 83        | 100.00%     | 0.10%     | 0     | 0.00%      | 0.00%              |
| 9673                             | 6            | 0.01%           | 95.92%          | RINGMASTER USOC REQUIRED - FORMAT SAE 387                                    | 6         | 100.00%     | 0.01%     | 0     | 0.00%      | 0.00%              |
| 9674                             | 32           | 0.04%           | 95.96%          | INVALID TN/PN DATA - FORMAT SAE 389 I1 DRS /TN /PN /RNP B                    | 32        | 100.00%     | 0.04%     | 0     | 0.00%      | 0.00%              |
| 9675                             | 44           | 0.05%           | 96.01%          | BBC USOC MUST NOT APPEAR - FORMAT SAE 679 I1 BBC /TN                         | 44        | 100.00%     | 0.05%     | 0     | 0.00%      | 0.00%              |
| 9679                             | 2            | 0.00%           | 96.01%          | FIRST CHARACTER OF LINE NUMBER IS NOT VALID FOR BST IN COFFI                 | 2         | 100.00%     | 0.00%     | 0     | 0.00%      | 0.00%              |
| 9680                             | 102          | 0.12%           | 96.13%          | INVALID REQTYP OR TOS FOR LIFELINE   | 102       | 100.00%     | 0.12%     | 0     | 0.00%      | 0.00%              |

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## REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis DETAIL) REPORT PERIOD: 07/01/2001 - 07/31/2001

Exhibit AJV-3 Attachment 2B

| AGGREGATE                        | ORDER TY     | PES             |                 |  |           |             |           |            |          |                    |
|----------------------------------|--------------|-----------------|-----------------|--|-----------|-------------|-----------|------------|----------|--------------------|
| ERROR DETA                       | AILS (Auto C | larifications ( | A) & Errors (E) |  | CAUSATION |             |           |            |          |                    |
|                                  |              |                 |                 |  |           | CLEC Caused | t         | BST Caused |          |                    |
| Error Type<br>(by error<br>code) | Count        | %               | S<br>%          | Error Description  | Count     | % of Agg    | % of CLEC | Count      | % of Agg | % of BST<br>Caused |
| 9681                             | 39           | 0.04%           | 96.17%          | LINKUP DISCOUNT CANNOT BE ADDED TO EXISTING SERVICE                        | 37        | 100.00%     | 0.04%     | 2          | 5.13%    | 0.01%              |
| 9682                             | 17           | 0.02%           | 96.19%          | LINKUP DISCOUNT IS ONLY AVAILABLE ON LIFELINE ACCOUNTS                     | 13        | 100.00%     | 0.02%     | 4          | 23.53%   | 0.02%              |
| 9687                             | 1            | 0.00%           | 96.19%          | ACT=N/LNA=N IS INVALID WHEN THE REQUESTING CLEC ALREADY HAS A LINESHARE ON | 1         | 100.00%     | 0.00%     | 0          | 0.00%    | 0.00%              |
| 9688                             | 1            | 0.00%           | 96.19%          | ACT=C/LNA=N IS INVALID FOR INITIAL LINESHARE                               | 1         | 100.00%     | 0.00%     | 0          | 0.00%    | 0.00%              |
| 9715                             | 850          | 0.97%           | 97.17%          | TOS IS INVALID FOR REQUESTED SERVICE                                       | 164       | 100.00%     | 0.97%     | 686        | 80.71%   | 3.27%              |
| 9770                             | 1            | 0.00%           | 97.17%          | UNE - CABLE ID/CHANNEL PAIR OR CFA IS REQUIRED FOR REQUESTED SERVICE       | 1         | 100.00%     | 0.00%     | 0          | 0.00%    | 0.00%              |
| 9772                             | 5            | 0.01%           | 97.17%          | UNE - ECCKT PROHIBITED WITH LINE ACTIVITY OF A                             | 3         | 100.00%     | 0.01%     | 2          | 40.00%   | 0.01%              |
| 9800                             | 7            | 0.01%           | 97.18%          | MAIN LISTING REQUIRED FOR NEW ACCOUNT                                      | 7         | 100.00%     | 0.01%     | 0          | 0.00%    | 0.00%              |
| 9805                             | 1            | 0.00%           | 97.18%          | NO DENIAL INDICATOR ON CUSTOMER RECORD                                     | 1         | 100.00%     | 0.00%     | 0          | 0.00%    | 0.00%              |
| 9860                             | 2461         | 2.82%           | 100.00%         | UNABLE TO HANDLE REQUEST; ENDUSER ACCOUNT FROZEN                           | 2410      | 100.00%     | 2.82%     | 51         | 2.07%    | 0.24%              |
|                                  | 87322        | 100.00%         |                 |  | 66312     |             | 100.00%   | 21010      |          | 100.00%            |

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| AGGREGATE                        | ORDER TYP      | ES     |        |   |
|----------------------------------|----------------|--------|--------|---|
| ERROR DETA                       | AILS (Fatal Er | rors)  |        |   |
| Error Type<br>(by error<br>code) | Count          | %      | S %    | Error Description   |
| 1005                             | 1              | 0.01%  | 0.01%  | CCNA REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                                   |
| 1007                             | 41             | 0.23%  | 0.23%  | DUPLICATE CC, PON, VER  |
| 1012                             | 15             | 0.08%  | 0.32%  | CANNOT SUPP A PREVIOUSLY CANCELED LSR/PON   |
| 1015                             | 6326           | 34.97% | 35.29% | PON DUPLICATE ON INITIAL LSR  |
| 1017                             | 1              | 0.01%  | 35.29% | PON VALID VALUES ARE UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS . , - ' |
| 1023                             | 195            | 1.08%  | 36.37% | NO ORIGINAL LSR FOUND FOR THIS SUP  |
| 1025                             | 27             | 0.15%  | 36.52% | VER MUST BE GREATER THAN PREVIOUS VERSION   |
| 1027                             | 134            | 0.74%  | 37.26% | PREVIOUS LSR AGED OFF - (K) STATUS  |
| 1030                             | 908            | 5.02%  | 42.28% | VER MUST BE GREATER THAN PREVIOUS VERSION   |
| 1035                             | 6              | 0.03%  | 42.31% | VER MUST BE TWO NUMERICS - 01 OR GREATER FOR 860                                      |
| 1040                             | 9              | 0.05%  | 42.36% | VER MUST BE SPACES OR ZEROES FOR 850  |
| 1050                             | 26             | 0.14%  | 42.51% | D/SENT - D/SENT CENTURY MUST BE CURRENT OR FUTURE DATE                                |
| 1055                             | 4              | 0.02%  | 42.53% | AN REQUIRED FOR THIS REQTYP/ACT TYPE COMBINATION WHEN ATN IS NOT POPULATED            |
| 1060                             | 3              | 0.02%  | 42.55% | AN PROHIBITED WHEN ATN IS POPULATED UNLESS REQTYP IS B                                |
| 1065                             | 7              | 0.04%  | 42.58% | AN MUST BE 10 OR 13 ALPHANUMERICS   |
| 1070                             | 42             | 0.23%  | 42.82% | DDD/DDD-CC MUST BE CURRENT OR FUTURE DATE   |
| 1075                             | 4              | 0.02%  | 42.84% | ATN REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION WHEN AN IS NOT POPULATED           |
| 1080                             | 3              | 0.02%  | 42.85% | DDD/DDD-CC MUST BE A VALID DATE   |
| 1085                             | 3              | 0.02%  | 42.87% | DDDO-CC/DDDO MUST BE CURRENT OR FUTURE DATE   |
| 1090                             | 2              | 0.01%  | 42.88% | ATN OR AN REQUIRED WHEN EATN IS POPULATED   |
| 1110                             | 73             | 0.40%  | 43.29% | INVALID REQTYP - ACCOUNT ACTIVITY TYPE COMBINATION                                    |
| 1120                             | 2              | 0.01%  | 43.30% | DDD REQUIRED  |
| 1125                             | 40             | 0.22%  | 43.52% | DDD MUST BE GREATER THAN OR EQUAL TO D/TSENT  |
| 1131                             | 50             | 0.28%  | 43.79% | DDD IS LESS THAN CALC DATE ON PRIOR VERSION LSR OR SERVICE ORDER DUE DATE             |
| 1140                             | 1              | 0.01%  | 43.80% | DDDO REQUIRED WHEN ACT IS T AND REQTYP IS A, E, M, OR N                               |
| 1145                             | 6              | 0.03%  | 43.83% | INTERVAL BETWEEN DDD AND DDDO MUST BE 30 CALENDAR DAYS OR LESS                        |
| 1150                             | 78             | 0.43%  | 44.26% | SUP PROHIBITED WHEN 1ST CHARACTER OF REQTYP FIELD CHANGES                             |
| 1154                             | 64             | 0.35%  | 44.62% | LSR/PON IS COMPLETED  |
| 1155                             | 1              | 0.01%  | 44.62% | DFDT MUST BE POPULATED WITH A SINGLE (HHMM) TIME WHEN CHC IS Y                        |
| 1170                             | 2              | 0.01%  | 44.63% | CC REQUIRED   |
| 1180                             | 7              | 0.04%  | 44.67% | INVALID REQTYP/ACT TYPE COMBINATION (STOP EDIT)                                       |
| 1200                             | 9              | 0.05%  | 44.72% | SUP REQUIRED WHEN VER IS GREATER THAN 00  |

| AGGREGATE                        | ORDER TYP      | ES     |        |   |
|----------------------------------|----------------|--------|--------|---|
| ERROR DETA                       | AILS (Fatal Er | rors)  |        |   |
| Error Type<br>(by error<br>code) | Count          | %      | S %    | Error Description   |
| 1215                             | 24             | 0.13%  | 44.86% | ACTL MUST BE 11 ALPHANUMERIC CHARACTERS   |
| 1225                             | 7              | 0.04%  | 44.89% | CC REQUIRED ON THIS REQTYP/ACT TYPE COMBINATION (STOP EDIT)                     |
| 1230                             | 2974           | 16.44% | 61.34% | LSO MUST BE 6 NUMERICS  |
| 1240                             | 1              | 0.01%  | 61.34% | TOS INVALID   |
| 1285                             | 2              | 0.01%  | 61.35% | ACTL REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                             |
| 1330                             | 3              | 0.02%  | 61.37% | BAN1 MUST = E, N OR VALID BILLING ACCOUNT NUMBER FORMAT                         |
| 1335                             | 2              | 0.01%  | 61.38% | LSO REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                              |
| 1345                             | 5              | 0.03%  | 61.41% | TOS REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION (STOP EDIT)                  |
| 1350                             | 3              | 0.02%  | 61.42% | BAN2 MUST BE ENTRY OF E, N OR VALID BILLING ACCOUNT NUMBER FORMAT               |
| 1390                             | 2              | 0.01%  | 61.44% | TOS SECOND CHARACTER MUST BE - (HYPHEN) IF REQTYP IS JB                         |
| 1404                             | 1              | 0.01%  | 61.44% | RESID REQUIRED  |
| 1407                             | 1              | 0.01%  | 61.45% | RESID IS REQUIRED WITH ANY LNA'S OF N OR V                                      |
| 1430                             | 14             | 0.08%  | 61.52% | CIC REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                              |
| 1435                             | 2              | 0.01%  | 61.53% | CIC MUST BE 4 NUMERICS  |
| 1453                             | 7              | 0.04%  | 61.57% | BAN1 REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                             |
| 1455                             | 14             | 0.08%  | 61.65% | BAN1 VALID ENTRY MUST BE VALID BILLING ACCOUNT NUMBER OR E WITH TRAILING BLANKS |
| 1457                             | 17             | 0.09%  | 61.74% | BAN1 MUST BE ENTRY OF E IF REQTYPE A-LINE SHARE CO BASED                        |
| 1470                             | 1              | 0.01%  | 61.75% | BI2 REQUIRED WHEN BAN1 AND BAN2 ARE POPULATED                                   |
| 1505                             | 3              | 0.02%  | 61.77% | INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                             |
| 1510                             | 3              | 0.02%  | 61.78% | TEL NO-INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                      |
| 1520                             | 10             | 0.06%  | 61.84% | FAX NO-INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                      |
| 1525                             | 1              | 0.01%  | 61.84% | FAX NO-INIT MUST BE 10 NUMERICS   |
| 1530                             | 1              | 0.01%  | 61.85% | IMPCON REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION                           |
| 1540                             | 2              | 0.01%  | 61.86% | TEL NO IMPCON FORMAT MUST BE 10 NUMERICS IN THE FIRST 10 POSITIONS              |
| 1580                             | 1              | 0.01%  | 61.87% | FAX NO-DSGCON MUST BE 10 NUMERICS   |
| 1590                             | 1              | 0.01%  | 61.87% | CITY-DSGCON REQUIRED WHEN DSGCON IS POPULATED                                   |
| 1605                             | 451            | 2.49%  | 64.37% | REMARKS VIRGULES (/) AND ASTERISKS NOT ALLOWED IN THIS FIELD                    |
| 1630                             | 111            | 0.61%  | 64.98% | CANNOT SUP A PREVIOUSLY CANCELED LSR/PON  |
| 1635                             | 260            | 1.44%  | 66.42% | LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION                                |
| 1640                             | 765            | 4.23%  | 70.65% | NO ORIGINAL LSR FOUND FOR THIS SUP  |
| 1645                             | 2759           | 15.25% | 85.90% | LSR/PON AGED OFF  |
| 1650                             | 787            | 4.35%  | 90.25% | LSR/PON COMPLETED   |

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| AGGREGATE                        | ORDER TYP      | ES    |        |   |
|----------------------------------|----------------|-------|--------|---|
| ERROR DETA                       | AILS (Fatal Er | rors) |        |   |
| Error Type<br>(by error<br>code) | Count          | %     | S %    | Error Description   |
| 1655                             | 18             | 0.10% | 90.35% | LSR ORIGINATING FORMAT (TCIF) NOT SAME AS ORIGINATING FORMAT                              |
| 1660                             | 72             | 0.40% | 90.75% | SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE   |
| 1662                             | 24             | 0.13% | 90.88% | SUP NOT ALLOWED ON RESTORAL WHEN THE REASON WAS DENIED                                    |
| 1664                             | 98             | 0.54% | 91.42% | SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE  |
| 2040                             | 4              | 0.02% | 91.44% | LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION                    |
| 2060                             | 44             | 0.24% | 91.69% | LOCNUM=000 SASN REQUIRED WITH THIS REQTYP/ACT TYP COMBINATION AT THIS LOCATION            |
| 2065                             | 9              | 0.05% | 91.74% | LOCBAN REQUIRED   |
| 2067                             | 1              | 0.01% | 91.74% | LOCBAN MUST BE 10 OR 13 ALPHANUMERICS   |
| 2080                             | 49             | 0.27% | 92.01% | LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION                     |
| 2085                             | 36             | 0.20% | 92.21% | LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION       |
| 2090                             | 9              | 0.05% | 92.26% | LOCNUM=000 ROOM-EU MUST NOT BE POPULATED WITH RM OR ROOM IN ANY POSITION AT THIS LOCATION |
| 2095                             | 3              | 0.02% | 92.28% | LOCNUM=000 BLDG-EU MUST NOT BE POPULATED WITH BLDG IN ANY POSITION AT THIS LOCATION       |
| 2109                             | 30             | 0.17% | 92.44% | LOCNUM=000 ZIP CODE=EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION                   |
| 2115                             | 9              | 0.05% | 92.49% | FBCON-TELNO MUST BE MINIMUM OF 10 NUMERICS  |
| 2120                             | 318            | 1.76% | 94.25% | EATN, EAN, ATN OR AN ARE PROHIBITED ON THIS REQTYP/ACT CODE                               |
| 2130                             | 6              | 0.03% | 94.28% | LOCNUM=000 TEL NO-LCON MUST BE 10 NUMERICS AT THIS LOCATION                               |
| 2145                             | 1              | 0.01% | 94.29% | LOCBAN MUST EQUAL EAN OR EATN   |
| 2155                             | 1              | 0.01% | 94.29% | ATN MUST BE 10 NUMERICS   |
| 2200                             | 2              | 0.01% | 94.31% | EATN MUST BE 10 NUMERICS  |
| 2350                             | 35             | 0.19% | 94.50% | ERL REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION  |
| 2355                             | 2              | 0.01% | 94.51% | ERL PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION                                      |
| 3035                             | 52             | 0.29% | 94.80% | REFNUM=0001-TELNO= OTN MUST BE 10 NUMERICS  |
| 3040                             | 5              | 0.03% | 94.83% | REFNUM=0002-TELNO= OTN PROHIBITED WHEN LNA = A, D, W, Y, L, P9                            |
| 3045                             | 56             | 0.31% | 95.14% | REFNUM=0001 ECCKT MUST BE CLT, CLF OR CLS FORMAT  |
| 3047                             | 90             | 0.50% | 95.63% | LNUM=00001 CFA LOC A OR LOC Z CLLI DOES NOT MATCH ACTL                                    |
| 3050                             | 8              | 0.04% | 95.68% | LOCNUM=000 LNUM=00001 CFA FORMAT IS INVALID   |
| 3057                             | 1              | 0.01% | 95.68% | FPI PROHIBITED ON REQTYP/ACTIVITY TYPE COMBINATION  |
| 3060                             | 3              | 0.02% | 95.70% | TELNO= PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TYPES           |
| 3065                             | 7              | 0.04% | 95.74% | TELNO= PIC VALID ENTRIES ARE PIC CODE OF 4 NUMERICS, NONE, DFLT, NA                       |
| 3075                             | 3              | 0.02% | 95.75% | TELNO= VALID LPIC ENTRIES ARE AN LPIC CODE, NA OR NONE                                    |
| 3110                             | 1              | 0.01% | 95.76% | LOCNUM=001 LNUM=00001 TELNO= CKR FORMAT INVALID   |
| 3115                             | 13             | 0.07% | 95.83% | LOCNUM=000 LNUM=00002 TELNO= ECCKT IS PROHIBITED WITH REQTYP/ACT/LNA COMBINATION          |

| AGGREGATE                        | ORDER TYP      | ES    |        |  |
|----------------------------------|----------------|-------|--------|--|
| ERROR DETA                       | AILS (Fatal Er | rors) |        |  |
| Error Type<br>(by error<br>code) | Count          | %     | S %    | Error Description  |
| 3125                             | 10             | 0.06% | 95.89% | LOCNUM=000 LNUM=00001 TELNO= ECCKT FORMAT INVALID  |
| 3135                             | 15             | 0.08% | 95.97% | REFNUM=0001-TELNO TC PER-CC/TC PER-DATE REQUIRED WHEN TCTO-PRIMARY FIELD IS POPULATED      |
| 3140                             | 1              | 0.01% | 95.98% | LOCNUM=000 LNUM=00001 TELNO= ECCKT REQUIRED WHEN EAN OR LEAN IS POPULATED                  |
| 3155                             | 5              | 0.03% | 96.00% | LOCNUM=000 LNUM=00001 TELNO= FA PROHIBITED IF THE LNA IS D, W, P, L, B OR R                |
| 3160                             | 41             | 0.23% | 96.23% | LOCNUM=000 LNUM=00001 TELNO= FA VALID ENTRY MUST BE N, C OR D                              |
| 3165                             | 15             | 0.08% | 96.31% | REFNUM=0001-TELNO=TBE PROHIBITED ON THIS ACTIVITY FOR THIS REQTYPE                         |
| 3170                             | 29             | 0.16% | 96.47% | REFNUM=0001-TELNO= CFA INVALID FORMAT  |
| 3200                             | 3              | 0.02% | 96.49% | LOCNUM=000 LNUM=00001 TELNO= FEATURE PROHIBITED WITH LINE ACTIVITY OF W, P, L OR B         |
| 3205                             | 4              | 0.02% | 96.51% | LOCNUM=000 LNUM=00001 TELNO= FEATURE DETAIL REQUIRED WHEN FA IS C                          |
| 3210                             | 1              | 0.01% | 96.52% | LOCNUM=000 LNUM=00001 TELNO=FEATURE DETAIL PROHIBITED WITH LINE ACTIVITY OF W, P, L OR B   |
| 3220                             | 2              | 0.01% | 96.53% | LOCNUM=000 LNUM=00001 TELNO= IWJK MUST BE 5 ALPHANUMERICS                                  |
| 3240                             | 4              | 0.02% | 96.55% | LOCNUM=000 LNUM=00001 TELNO= IWJQ REQUIRED WHEN IWJK IS POPULATED                          |
| 3245                             | 4              | 0.02% | 96.57% | LOCNUM=000 LNUM=00001 TELNO= IWJQ REQUIRED WHEN JR IS Y                                    |
| 3275                             | 2              | 0.01% | 96.58% | LOCNUM=000 LNUM=00001 TELNO= JK NUM REQUIRED WHEN JK CODE IS POPULATED                     |
| 3285                             | 2              | 0.01% | 96.59% | LOCNUM=000 LNUM=00001 TELNO= JK POS REQUIRED WHEN JK CODE IS POPULATED                     |
| 3380                             | 1              | 0.01% | 96.60% | LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N IF ACT IS N                                     |
| 3400                             | 1              | 0.01% | 96.61% | LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N OR C IF ACT IS T                                |
| 3405                             | 4              | 0.02% | 96.63% | LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE R IF ACT IS R                                     |
| 3410                             | 21             | 0.12% | 96.74% | LNUM=00001 TELNO= LNA MUST BE X OR G IF OTN IS POPULATED                                   |
| 3420                             | 2              | 0.01% | 96.75% | LOCNUM=000 LNUM=1 TELNO= LNA MUST BE N, C, D, P, OR X IF ACT IS C                          |
| 3422                             | 5              | 0.03% | 96.78% | LNUM=00001 LNA MUST BE N OR D IF REQTYP IS A DIGITAL, DATA DESIGNED (DS1)                  |
| 3427                             | 2              | 0.01% | 96.79% | LNUM=00001 TELNO= LNA OF G PROHIBITED ON REQTYP/ACT TYP COMBINATION                        |
| 3433                             | 1              | 0.01% | 96.80% | LOCNUM=000 LNUM=00001 TELNO= LNA PROHIBITED ON THIS REQTYP/ACT TYP/SECNCI COMBINATION      |
| 3445                             | 8              | 0.04% | 96.84% | LOCNUM=000 LNUM=00001 TELNO= LNECLSSVC MUST BE 3 OR 5 ALPHANUMERICS                        |
| 3705                             | 17             | 0.09% | 96.94% | LNUM=00001 TNS MUST BE A MINIMUM OF 10 OR A MAXIMUM OF 15 ALPHANUMBERIC INCLUDING HYPHEN   |
| 3735                             | 22             | 0.12% | 97.06% | LNUM=00001 TELNO= PIC REQUIRED ON LNA G, N, P OR V   |
| 3745                             | 1              | 0.01% | 97.06% | LNUM=00001 TELNO= PIC VALID ENTRIES ARE NONE, UNDC OR A VALID PIC CODE WHEN LNA IS G, N OR |
| 3755                             | 23             | 0.13% | 97.19% | LNUM=00001 TELNO= LPIC REQUIRED ON LNA G, N, P OR V  |
| 4000                             | 1              | 0.01% | 97.20% | DL DATA ELEMENTS REQUIRED  |
| 4015                             | 5              | 0.03% | 97.22% | REFNUM=0001-TELNO= LIST MUST BE VALID ENTRY  |
| 4030                             | 2              | 0.01% | 97.24% | DLNUM=0001 LTN= LACT REQUIRED  |
| 4035                             | 1              | 0.01% | 97.24% | DLNUM=0001 LTN=ALI CODE PROHIBITED WHEN THE RTY 2ND AND 3RD CHARACTERS ARE ML              |

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| AGGREGATE                        | ORDER TYP      | ES    |        |  |
|----------------------------------|----------------|-------|--------|--|
| ERROR DET                        | AILS (Fatal Er | rors) |        |  |
| Error Type<br>(by error<br>code) | Count          | %     | S %    | Error Description  |
| 4040                             | 1              | 0.01% | 97.25% | REFNUM=0001-TELNO= LISTED ADDRESS REQUIRED WITH THIS REQTYP AND ACTIVITY TYPE                      |
| 4045                             | 104            | 0.57% | 97.82% | REFNUM=0001-TELNO=0 LISTED ADDRESS PROHIBITED WITH THIS RECTYP AND ACTIVITY TYPE                   |
| 4052                             | 1              | 0.01% | 97.83% | YPH ENTRY MUST BE 999001 WHEN LISTING TYPE IS NL OR NP   |
| 4055                             | 69             | 0.38% | 98.21% | YPH REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3   |
| 4061                             | 1              | 0.01% | 98.21% | DLNUM=0001 LTN= LASN,ADI,OR LALOC REQUIRED FOR REQTYP J, RTY OF LML, AND LACT OF N                 |
| 4065                             | 97             | 0.54% | 98.75% | DLNUM=&DLNM LTN=&LTN ASSOCIATED LACT COMBINATION I AND O IS MISSING                                |
| 4090                             | 21             | 0.12% | 98.87% | DLNUM=0001 LTN= VALID LTY REQUIRED   |
| 4095                             | 2              | 0.01% | 98.88% | REFNUM=0001-TELNO= DDA-CITY PROHIBITED FOR THIS REQTYP AND ACTIVITY TYPE                           |
| 4110                             | 7              | 0.04% | 98.92% | DLNUM=0001 LTN=4 VALID STYC CI, SH, SI, OR SL REQUIRED   |
| 4120                             | 14             | 0.08% | 98.99% | DLNUM=0001 LTN= TOA B, R, RP OR BP REQUIRED  |
| 4160                             | 15             | 0.08% | 99.08% | DLNUM=0001 LTN= DOI REQUIRED VALUE MUST BE 0 - 6   |
| 4180                             | 10             | 0.06% | 99.13% | DLNUM=0001 LTN= DOI VALUE MUST BE ZERO   |
| 4185                             | 4              | 0.02% | 99.15% | DLNUM=0002 LTN= DOI DATA INVALID WITH LTY 3  |
| 4190                             | 2              | 0.01% | 99.17% | DLNUM=0002 LTN= DOI VALUE INVALID FOR STYLE CODE   |
| 4205                             | 1              | 0.01% | 99.17% | DLNUM=0001 LTN REQUIRED  |
| 4220                             | 3              | 0.02% | 99.19% | DLNUM=0001 LTN= LNLN REQUIRED  |
| 4310                             | 1              | 0.01% | 99.19% | DLNUM=0001 LTN= LANO PROHIBITED WITHOUT LASN   |
| 4385                             | 2              | 0.01% | 99.20% | DLNUM=0001 LTN= INVALID LAST ENTRY   |
| 4478                             | 8              | 0.04% | 99.25% | DLNUM=0001 LTN= YPH ENTRY MUST BE 999001 WHEN LTY IS 2 OR 3  |
| 4485                             | 4              | 0.02% | 99.27% | DLNUM=0001 LTN= YPH REQUIRED WHEN THE TOS IS 1 OR 3 AND RTY IS ML, AM OR CM                        |
| 4495                             | 1              | 0.01% | 99.28% | DLNUM=0001 LTN= SIC ENTRY MUST BE 4 OR 5 NUMERICS  |
| 4505                             | 4              | 0.02% | 99.30% | DLNUM=0001 LTN= SIC REQUIRED WHEN ACT IS N, V, OR P  |
| 4530                             | 1              | 0.01% | 99.30% | DLNUM=0001 LTN= ADI PROHIBITED WHEN LASN OR LALOC IS POPULATED                                     |
| 4600                             | 1              | 0.01% | 99.31% | DLNUM=0001 LTN= AMPERSAND REQUIRED WITH DLNM   |
| 4685                             | 2              | 0.01% | 99.32% | DLNUM=0002 LVL ENTRIES MUST BE SEQUENTIAL AND THE THE SAME LVL VALUE CANNOT APPEAR MORE THAN TWICE |
| 5015                             | 1              | 0.01% | 99.33% | HTQTY MUST EQUAL TOTAL NUMBER OF HNUM ON THIS REQUEST  |
| 5065                             | 1              | 0.01% | 99.33% | LOCNUM=000 HNUM=00001 HID ENTRY FOR HNTYP 1 2 3 OR 4 MUST BE N OR UP TO 3 ALPHAS OR 4 NUMERICS     |
| 5070                             | 7              | 0.04% | 99.37% | LOCNUM=000 HNUM=00001 HID MUST BE N WHEN HA IS N AND HNTYP IS 1, 2, 3 OR 4                         |
| 5095                             | 1              | 0.01% | 99.38% | LOCNUM=000 HNUM=00001 TLI PROHIBITED WHEN HNTYP IS 1, 2, 3 OR 4 AND NOTYP IS T                     |
| 5110                             | 1              | 0.01% | 99.38% | LOCNUM=001 HNUM=00001 HLA=N HLA OF N PROHIBITED WHEN HUNT GROUP ACTIVITY IS E                      |
| 5115                             | 1              | 0.01% | 99.39% | LOCNUM=000 HNUM=00001 HLA=E HLA OF E PROHIBITED WHEN HUNT GROUP ACTIVITY IS N                      |
| 5135                             | 11             | 0.06% | 99.45% | LOCNUM=000 HNUM=00001 HTSEQ=0005 SAME HT NOT ALLOWED IN MORE THAN ONE HTSEQ WHEN HLA IS N OR E     |

# REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (Error Analysis Fatals DETAIL) REPORT PERIOD: 07/01/2001 - 07/31/2001

| AGGREGATE                        | ORDER TYP | PES     |         |   |
|----------------------------------|-----------|---------|---------|---|
| ERROR DETAILS (Fatal Errors)     |           |         |         |   |
| Error Type<br>(by error<br>code) | Count     | %       | S %     | Error Description   |
| 6005                             | 4         | 0.02%   | 99.47%  | NC CODE INVALID   |
| 6045                             | 9         | 0.05%   | 99.52%  | INVALID NC/NCI/SECNCI COMBINATION (STOP EDIT)   |
| 6050                             | 7         | 0.04%   | 99.56%  | REQTYP/LOOP TYPE COMBINATION INVALID  |
| 6055                             | 9         | 0.05%   | 99.61%  | LQTY IS REQUIRED FOR REQTYP/ACT COMBINATION   |
| 7000                             | 1         | 0.01%   | 99.61%  | EAN OR EATN OR LEATN ON LINES OR LEAN ON LINES IS REQUIRED WHEN ACT IS P, Q OR V                |
| 8040                             | 2         | 0.01%   | 99.62%  | LOCNUM= DISCNBR=&DISCNM DNUM=&DNUM TC TO PRIMARY CANNOT BE THE SAME AS THE NUMBER BEING REFFER  |
| 8140                             | 21        | 0.12%   | 99.74%  | LNUM=00001 TC OPT PROHIBITED IF TC FR IS NOT POPULATED ON REQTYP E, F OR M FOR LNA C, G, N OR V |
| 8165                             | 2         | 0.01%   | 99.75%  | LNUM=00001 TC TO PRIMARY IS REQUIRED WHEN LNUM TC OPT IS TC OR ST                               |
| 8175                             | 1         | 0.01%   | 99.76%  | USOC NOT AVAILABLE IN SWITCH. FORMAT SAE 180N 11 ESXDC  |
| 8180                             | 22        | 0.12%   | 99.88%  | LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED                    |
| 8210                             | 1         | 0.01%   | 99.88%  | LNUM=00001 TC PER PROHIBITED WHEN LNUM TC OPT IS NOT ST OR TC                                   |
| 8255                             | 21        | 0.12%   | 100.00% | INVALID ACTIVITY TYPE   |
|                                  | 18089     | 100.00% |         |   |

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| AGGREGA                          | AGGREGATE ORDER TYPES   |  |  |  |  |  |
|----------------------------------|---|--|--|--|--|--|
| ERROR DI                         | ETAILS - 8825   |  |  |  |  |  |
| Error Type<br>(by error<br>code) | Error Description   |  |  |  |  |  |
| 8825                             | ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!                |  |  |  |  |  |
| 8825                             | ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA                              |  |  |  |  |  |
| 8825                             | ORDER ERR: CS IDNT 011 LIN USOC FOLLOWING CS IS INCORRECT! OCS 1FR                  |  |  |  |  |  |
| 8825                             | ORDER ERR: LN LIST 010 LIN RECAPPED LN, NLST OR NP MAY NOT APPEAR! ILN (LNR) CROS   |  |  |  |  |  |
| 8825                             | ORDER ERR: DSA IDNT 010 LI DSA PRESENT - NEED CATEGORY L USOC OR SMV USOC!          |  |  |  |  |  |
| 8825                             | ORDER ERR: TN SAE 038 LINE TN OR TLI IS REQUIRED FOR INWARD CATEGORY D USOCS!       |  |  |  |  |  |
| 8825                             | ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C     |  |  |  |  |  |
| 8825                             | ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C     |  |  |  |  |  |
| 8825                             | ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C     |  |  |  |  |  |
| 8825                             | ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!  |  |  |  |  |  |
| 8825                             | ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX                       |  |  |  |  |  |
| 8825                             | ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! IG2 CKL                           |  |  |  |  |  |
| 8825                             | ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! 11 1FR /TN                          |  |  |  |  |  |
| 8825                             | ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA                              |  |  |  |  |  |
| 8825                             | ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! 11 DRS /TN                       |  |  |  |  |  |
| 8825                             | ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT!                                 |  |  |  |  |  |
| 8825                             | ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! 11 DRS /TN                       |  |  |  |  |  |
| 8825                             | ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!  |  |  |  |  |  |
| 8825                             | ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1 1FB /TN                   |  |  |  |  |  |
| 8825                             | ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! 11 14R /TN                          |  |  |  |  |  |
| 8825                             | ORDER ERR: CFND SAE 016 LI SEE SOER DOCUMENTATION! T1                               |  |  |  |  |  |
| 8825                             | ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1 1FB                       |  |  |  |  |  |
| 8825                             | ORDER ERR: PIC SAE 012 LIN PIC MUST APPEAR ON I AND T ACTION CODED CATEGORY D USOC! |  |  |  |  |  |
| 8825                             | ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!                           |  |  |  |  |  |
| 8825                             | ORDER ERR: FORMAT SAE 389 I1 DRS /TN  |  |  |  |  |  |
| 8825                             | ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!  |  |  |  |  |  |
| 8825                             | ORDER ERR: NLST LIST 013 L SEE SOER DOCUMENTATION! INLST(NON-LIST) INTERPRINT EQUI  |  |  |  |  |  |
| 8825                             | ORDER ERR: LN LIST 010 LIN SEE SOER DOCUMENTATION! ILN                              |  |  |  |  |  |
| 8825                             | ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! 11 14R /                            |  |  |  |  |  |
| 8825                             | ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!                           |  |  |  |  |  |
| 8825                             | ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!                           |  |  |  |  |  |
| 8825                             | ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!                           |  |  |  |  |  |

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| AGGREGA                          | AGGREGATE ORDER TYPES  |  |  |  |  |  |
|----------------------------------|--|--|--|--|--|--|
| <b>ERROR DI</b>                  | ETAILS - 8825  |  |  |  |  |  |
| Error Type<br>(by error<br>code) | Error Description  |  |  |  |  |  |
| 8825                             | ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!                          |  |  |  |  |  |
| 8825                             | ORDER ERR: SS BILL 007 LIN SS DATA FORMAT INCORRECT! ISS                           |  |  |  |  |  |
| 8825                             | ORDER ERR: SIC LIST 012 LI SIC CODE NOT ON BRIS SIC TABLE! ISIC 3047               |  |  |  |  |  |
| 8825                             | ORDER ERR: RESH BILL 023 L USOC BSX++ MAY NOT APPEAR!                              |  |  |  |  |  |
| 8825                             | ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)                   |  |  |  |  |  |
| 8825                             | ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)                   |  |  |  |  |  |
| 8825                             | ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1                              |  |  |  |  |  |
| 8825                             | ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA                             |  |  |  |  |  |
| 8825                             | ORDER ERR: FORMAT 374 LINE EUCLC: 0001 RELAY: 0000=                                |  |  |  |  |  |
| 8825                             | ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1                                     |  |  |  |  |  |
| 8825                             | ORDER ERR: LOC LIST 019 LI INVALID LAST CHARACTER FOR LEVELS 1-3! ILOC LOT 4 DES ( |  |  |  |  |  |
| 8825                             | ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!               |  |  |  |  |  |
| 8825                             | ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)                   |  |  |  |  |  |
| 8825                             | ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)                   |  |  |  |  |  |
| 8825                             | ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C    |  |  |  |  |  |
| 8825                             | ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! CKL                              |  |  |  |  |  |
| 8825                             | ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA                             |  |  |  |  |  |
| 8825                             | ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!                          |  |  |  |  |  |
| 8825                             | ORDER ERR: ROUT LIST 007 L ROUT INVALID ON THIS ORDER!                             |  |  |  |  |  |
| 8825                             | ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX                      |  |  |  |  |  |
| 8825                             | ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1                          |  |  |  |  |  |
| 8825                             | ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! 11                              |  |  |  |  |  |
| 8825                             | ORDER ERR: TCP TFC 007 LIN INVALID TCP DATE! TCP 06-13-00                          |  |  |  |  |  |
| 8825                             | ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!                          |  |  |  |  |  |
| 8825                             | ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT!                                |  |  |  |  |  |
| 8825                             | ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1                              |  |  |  |  |  |
| 8825                             | ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1 1FR /TN                             |  |  |  |  |  |
| 8825                             | ORDER ERR: PCA SAE 013 LIN SEE SOER DOCUMENTATION! T1                              |  |  |  |  |  |
| 8825                             | ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA                             |  |  |  |  |  |

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| AGGREGATI                        | AGGREGATE ORDER TYPES   |  |  |  |  |  |
|----------------------------------|---|--|--|--|--|--|
| ERROR DET                        | AILS - 1000   |  |  |  |  |  |
| Error Type<br>(by error<br>code) | Error Description   |  |  |  |  |  |
| 1000                             | CLEARED ERR BY ISSUING ORDER MANUALLY   |  |  |  |  |  |
| 1000                             | CLEARED SYSTEM ERRORS OSCOL AND UEAMC   |  |  |  |  |  |
| 1000                             | CLEARED UP SYSTEM ERRORS  |  |  |  |  |  |
| 1000                             | CLEARED ERROR FOR SYSTEM GENERATED ORDER#   |  |  |  |  |  |
| 1000                             | CORRECTED SYSTEM GENERATED ERRORS FOR ORDER#  |  |  |  |  |  |
| 1000                             | CLEANED UP SYSTEM ERRORS  |  |  |  |  |  |
| 1000                             | CANCEL PER CLEC.  |  |  |  |  |  |
| 1000                             | PUT IN E STATUS TO DROP OFF-ORD CANCELLED BY CLEC                                     |  |  |  |  |  |
| 1000                             | CLEARED ALL SYSTEM ERRORS IN DUE DATE CHANGE BY SYSTEM TO 070700                      |  |  |  |  |  |
| 1000                             | ORDERDD 06-27-00 WORKED TO CHG LISTING  |  |  |  |  |  |
| 1000                             | PLACED IN E-STAT SUP 1 ON VER 1 THANKS  |  |  |  |  |  |
| 1000                             | ERR PLACED IN E-STAT SUP 1  |  |  |  |  |  |
| 1000                             | ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP   |  |  |  |  |  |
| 1000                             | CORRECT SYSTEM ERRORS   |  |  |  |  |  |
| 1000                             | CAN PER CLEC  |  |  |  |  |  |
| 1000                             | ERROR TO DROP, PON CANCELLED PER SUP 01   |  |  |  |  |  |
| 1000                             | EU NAME IS INCOMPLETE, PLS VERIFY AND RESUBMIT;                                       |  |  |  |  |  |
| 1000                             | CLEAN UP SYSTEM ERROR AND ADD SHELVES TO LOC FLR INFO                                 |  |  |  |  |  |
| 1000                             | CORRECTED SYSTEM ERRORS FOR ORDER#  |  |  |  |  |  |
| 1000                             | CORRECTED ERRORS ON ORDER BY REMOVING OCOSL & UEAMC WHICH SHOULD NOT BE ON LY REQUEST |  |  |  |  |  |
| 1000                             | CLEARED ERROR FOR SYSTEM GENERATED ORDER, ORDER #                                     |  |  |  |  |  |
| 1000                             | ERROR TO DROP, UNABLE TO FORCE FOC ON C51RKDT0 CPX 06-08-00                           |  |  |  |  |  |
| 1000                             | ACCOUNT , SERVICE ORDER, DD 06-30-00  |  |  |  |  |  |
| 1000                             | ERROR TO DROP, UNABLE TO FORCE FOC ON   |  |  |  |  |  |
| 1000                             | CANCELLED ORDER PER SUP 1 LESOG   |  |  |  |  |  |
| 1000                             | CORRECT MAN CODE ON ROUTING ERROR MADE BY SYSTEM                                      |  |  |  |  |  |
| 1000                             | RECVD SUP 1 TO CANCEL   |  |  |  |  |  |
| 1000                             | CORRECT SYSTEM ERROS  |  |  |  |  |  |
| 1000                             | ERR PLACED IN E-STAT SUP 1 ON VER 1   |  |  |  |  |  |
| 1000                             | UPDATE TO CHANGE DUE DATE TO 6-27   |  |  |  |  |  |
| 1000                             | ERR PLACED IN E-STAT ORDER COMPLETED  |  |  |  |  |  |
| 1000                             | CLEARED ERR FOR ORDER # , PON#,   |  |  |  |  |  |

| AGGREGATI                        | ORDER TYPES  |
|----------------------------------|--|
| ERROR DET                        | AILS - 1000  |
| Error Type<br>(by error<br>code) | Error Description  |
| 1000                             | CORRECT SYSTEM ERRORS  |
| 1000                             | CORRECT SYSTEM ERRORS  |
| 1000                             | CLEARED ERROR FOR SYSTEM GENERATED ORDER #   |
| 1000                             | CLEARED ERROR  |
| 1000                             | CORRECT SVC ORDER BY REMOVING OCOSL & UEAMC-WHCH SHOULD NOT BE ON LY RQST            |
| 1000                             | CORRECT ERRORS   |
| 1000                             | CORRECTED SYSTEM GENERATED ORDERS, ORDER#  |
| 1000                             | CORRECTED SYSTEM GENERATED ORDER #   |
| 1000                             | SENT S STATUS REFERAL FORM 06-20-00.   |
| 1000                             | ISS ORD C509GNJ6 DD 0703 ERR STAT 2 COR FOC-   |
| 1000                             | DD 2000-07-05  |
| 1000                             | ORDER CANCELLED  |
| 1000                             | CLAIMED IN ERROR   |
| 1000                             | ORDER PLACED IN ERROR BUCKET. RECORD ORD CPX B4 FOC WAS SENT.                        |
| 1000                             | DD 06-14-00  |
| 1000                             | DD 07-06-00  |
| 1000                             | ORDER NY32B0F8 DOES NOT HAVE PON ON IT   |
| 1000                             | DD 2000-07-05  |
| 1000                             | CORRECT SYSTEM ERRORS  |
| 1000                             | CLEAR UP SYSTEM ERRORS   |
| 1000                             | ERR TO DROP OFF, ORD   |
| 1000                             | ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP  |
| 1000                             | CORRECT SYSTEM ERRORS  |
| 1000                             | CORRECT SYSTEM PROBLEMS  |
| 1000                             | CLEARED UP SYSTEM ERRORS   |
| 1000                             | CLEARED ERRORS FROM ORDER TO FLOW THRU   |
| 1000                             | CLEAR SYSTEM ERRORS OCOSL AND DFDT   |
| 1000                             | CORRECT ON ODR NUMBER  |
| 1000                             | ORDER BY PLACING DFDT INFO IN PROPER PLACE AND REMOVING OCOSL (NOT VALID ON LYORDER) |

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|           |                    |                   |                   |                   |                   |                  |                   |                  | Tru               | ınk Gr            | oup Pe            | rforma            | nce - A           | Aggreg           | ate              |                  |                   |                   |                   |                   |                   |                   |                   |                  |                  |
|-----------|--------------------|-------------------|-------------------|-------------------|-------------------|------------------|-------------------|------------------|-------------------|-------------------|-------------------|-------------------|-------------------|------------------|------------------|------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|------------------|------------------|
| Tennessee |                    | Average           | blocking p        | ercentag          | e by hour         |                  |                   |                  |                   |                   | ·                 |                   |                   | -                |                  |                  |                   |                   |                   |                   |                   |                   |                   |                  |                  |
|           |                    | 1                 | 2                 | 3                 | 4                 | 5                | 6                 | 7                | 8                 | 9                 | 10                | 11                | 12                | 13               | 14               | 15               | 16                | 17                | 18                | 19                | 20                | 21                | 22                | 23               | 24               |
| Aug-00    | BellSouth          | 0.0084            | 0.0030            | 0.0006            | 0.0000            | 0.0006           | 0.0068            | 0.4921           | 0.0417            | 0.3249            | 0.1087            | 0.0699            | 0.0595            | 0.0587           | 0.1708           | 0.0415           | 0.0353            | 0.0112            | 0.0723            | 0.0544            | 0.0006            | 0.0096            | 0.0317            | 0.0862           | 0.0576           |
|           | CLEC               | 0.0000            | 0.0003            | 0.0894            | 0.0000            | 0.0000           | 0.0004            | 0.0356           | 0.0697            | 0.0445            | 0.0143            | 0.0122            | 0.0148            | 0.0171           | 0.0088           | 0.0273           | 0.0238            | 0.0409            | 0.0301            | 0.0031            | 0.0020            | 0.1757            | 0.2898            | 0.0140           | 0.0018           |
|           | Difference         | 0.0084            | 0.0027            | -0.0888           | 0.0000            | 0.0006           | 0.0064            | 0.4565           | -0.0281           | 0.2804            | 0.0944            | 0.0577            | 0.0447            | 0.0416           | 0.1620           | 0.0143           | 0.0115            | -0.0297           | 0.0422            | 0.0514            | -0.0014           | -0.1661           | -0.2581           | 0.0722           | 0.0558           |
| Sep-00    | BellSouth          | 0.0186            | 0.0186            | 0.0123            | 0.0017            | 0.0032           | 0.0118            | 0.0607           | 0.1724            | 0.4406            | 0.2229            | 0.3368            | 0.0576            | 0.0942           | 0.2058           | 0.1120           | 0.0441            | 0.0738            | 0.0469            | 0.0043            | 0.0075            | 0.0389            | 0.0296            | 0.0384           | 0.1458           |
|           | CLEC               | 0.0011            | 0.0002            | 0.0281            | 0.0002            | 0.0000           | 0.0033            | 0.0474           | 0.1776            | 0.1129            | 0.0261            | 0.0285            | 0.0299            | 0.0323           | 0.0437           | 0.0391           | 0.0908            | 0.0438            | 0.0134            | 0.0379            | 0.0129            | 0.4230            | 0.7147            | 0.0191           | 0.0022           |
|           | Difference         | 0.0176            | 0.0184            | -0.0159           | 0.0015            | 0.0032           | 0.0084            | 0.0133           | -0.0053           | 0.3278            | 0.1967            | 0.3083            | 0.0276            | 0.0619           | 0.1621           | 0.0729           | -0.0466           | 0.0300            | 0.0335            | -0.0337           | -0.0054           | -0.3842           | -0.6851           | 0.0194           | 0.1436           |
| Oct-00    | BellSouth          | 0.0134            | 0.0148            | 0.0008            | 0.0025            | 0.0003           | 0.0016            | 0.8764           | 2.4455            | 1.5437            | 1.0945            | 0.3557            | 0.7137            | 0.1433           | 1.5530           | 0.3835           | 1.7737            | 0.5931            | 0.5560            | 0.2281            | 0.1479            | 0.0852            | 0.1097            | 0.0667           | 0.0491           |
|           | CLEC               | 0.0212            | 0.0254            | 0.0031            | 0.0527            | 0.0147           | 0.1085            | 0.8483           | 2.0681            | 1.0243            | 0.4535            | 0.2820            | 0.3332            | 0.2075           | 0.3746           | 0.3025           | 0.4783            | 0.5379            | 0.5164            | 0.3329            | 0.2819            | 0.4918            | 0.5768            | 0.2063           | 0.0564           |
|           | Difference         | -0.0078           | -0.0106           | -0.0023           | -0.0503           | -0.0145          | -0.1068           | 0.0281           | 0.3775            | 0.5194            | 0.6410            | 0.0737            | 0.3805            | -0.0642          | 1.1784           | 0.0810           | 1.2954            | 0.0552            | 0.0396            | -0.1048           | -0.1341           | -0.4067           | -0.4671           | -0.1395          | -0.0073          |
| Nov-00    | BellSouth          | 0.1582            | 0.0204            | 0.0074            | 0.0062            | 0.0082           | 0.7076            | 2.2964           | 0.6359            | 0.4719            | 0.0758            | 0.3709            | 0.2270            | 0.4039           | 1.1950           | 0.1824           | 0.2839            | 0.3667            | 1.2912            | 0.8064            | 0.0369            | 0.0069            | 0.0371            | 2.9530           | 0.2204           |
|           | CLEC               | 0.0311            | 0.0072            | 0.0026            | 0.0055            | 0.0051           | 0.0029            | 0.0313           | 0.1908            | 0.0886            | 0.0651            | 0.0449            | 0.0417            | 0.0358           | 0.0598           | 0.0327           | 0.0320            | 0.0444            | 0.0804            | 0.1018            | 0.0835            | 0.2103            | 0.1457            | 0.0162           | 0.0161           |
|           | Difference         | 0.1271            | 0.0132            | 0.0049            | 0.0007            | 0.0031           | 0.7047            | 2.2652           | 0.4452            | 0.3833            | 0.0107            | 0.3260            | 0.1852            | 0.3681           | 1.1352           | 0.1497           | 0.2519            | 0.3223            | 1.2108            | 0.7046            | -0.0466           | -0.2034           | -0.1086           | 2.9367           | 0.2043           |
| Dec-00    | BellSouth          | 0.0425            | 0.0037            | 0.0007            | 0.0013            | 0.0019           | 0.1049            | 0.2083           | 0.2367            | 0.3048            | 0.1945            | 0.0706            | 0.0315            | 0.2827           | 0.3590           | 0.0738           | 0.0602            | 0.0546            | 0.0247            | 0.0063            | 0.0025            | 0.0022            | 0.0016            | 0.0412           | 0.1123           |
|           | CLEC<br>Difference | 0.0050<br>0.0375  | 0.0003<br>0.0033  | 0.0049<br>-0.0043 | 0.0006<br>0.0007  | 0.0016<br>0.0003 | 0.0120<br>0.0930  | 0.0266<br>0.1817 | 0.1436<br>0.0930  | 0.1194<br>0.1854  | 0.0481<br>0.1464  | 0.1130<br>-0.0423 | 0.1094<br>-0.0779 | 0.0511<br>0.2316 | 0.0266<br>0.3323 | 0.0332<br>0.0406 | 0.0291<br>0.0311  | 0.0731<br>-0.0185 | 0.0852<br>-0.0605 | 0.0502<br>-0.0439 | 0.0663<br>-0.0638 | 0.2062<br>-0.2040 | 0.1114<br>-0.1097 | 0.0112<br>0.0300 | 0.0025<br>0.1098 |
| Jan-01    | BellSouth          | 0.0123            | 0.0027            | 0.0031            | 0.0127            | 0.0014           | 0.0056            | 0.1885           | 0.0716            | 0.1263            | 0.0725            | 0.0659            | 0.0282            | 0.1653           | 0.5347           | 0.0177           | 0.0567            | 0.0425            | 0.0862            | 0.0556            | 0.0013            | 0.0082            | 0.0044            | 0.1681           | 0.0294           |
|           | CLEC<br>Difference | 0.0018<br>0.0105  | 0.0010<br>0.0017  | 0.0000            | 0.0117<br>0.0010  | 0.0000<br>0.0014 | 0.0066<br>-0.0011 | 0.0086<br>0.1798 | 0.1013<br>-0.0298 | 0.0931<br>0.0332  | 0.0246<br>0.0478  | 0.0186<br>0.0473  | 0.0293            | 0.0341<br>0.1312 | 0.0285<br>0.5062 | 0.0321           | 0.1070            | 0.0762<br>-0.0336 | 0.0447<br>0.0415  | 0.0647<br>-0.0091 | 0.3451            | 1.0797<br>-1.0716 | 0.5873<br>-0.5829 | 0.0615<br>0.1066 | 0.0009           |
| Feb-01    | BellSouth          | 0.0050            | 0.0014            | 0.0064            | 0.0071            | 0.0025           | 0.3169            | 0.1855           | 0.1093            | 0.0767            | 0.1043            | 0.0160            | 0.1113            | 0.1504           | 0.3565           | 0.0098           | 0.0682            | 0.0273            | 0.4908            | 0.4667            | 0.0205            | 0.0044            | 0.0026            | 2.0178           | 0.0948           |
| 1 00 01   | CLEC               | 0.0453            | 0.0502            | 0.0432            | 0.0391            | 0.0699           | 0.0664            | 0.0732           | 0.2176            | 0.0880            | 0.0356            | 0.0321            | 0.0418            | 0.0355           | 0.0417           | 0.0436           | 0.1123            | 0.1126            | 0.0982            | 0.1168            | 0.1527            | 0.4791            | 0.3546            | 0.0447           | 0.0412           |
|           | Difference         | -0.0403           | -0.0488           | -0.0368           | -0.0320           | -0.0674          | 0.2504            | 0.1124           | -0.1084           | -0.0112           | 0.0687            | -0.0162           | 0.0696            | 0.1149           | 0.3148           | -0.0338          | -0.0441           | -0.0853           | 0.3927            | 0.3498            | -0.1322           | -0.4747           | -0.3520           | 1.9731           | 0.0536           |
| Mar-01    | BellSouth          | 0.0160            | 0.0021            | 0.0034            | 0.0009            | 0.0006           | 0.0066            | 0.4853           | 0.1111            | 0.2342            | 0.1037            | 0.0480            | 0.0978            | 0.2507           | 0.1806           | 0.1420           | 0.0239            | 0.0938            | 0.2198            | 0.1666            | 0.0037            | 0.0067            | 0.0429            | 0.5616           | 0.0275           |
|           | CLEC<br>Difference | 0.0020<br>0.0140  | 0.0004<br>0.0017  | 0.0005<br>0.0029  | 0.0003<br>0.0006  | 0.0001<br>0.0005 | 0.0005<br>0.0061  | 0.0285<br>0.4568 | 0.1249<br>-0.0138 | 0.0963<br>0.1379  | 0.0234<br>0.0803  | 0.0254<br>0.0226  | 0.0336<br>0.0642  | 0.0321<br>0.2187 | 0.0293<br>0.1514 | 0.0459<br>0.0961 | 0.0575<br>-0.0336 | 0.0662<br>0.0277  | 0.0815<br>0.1382  | 0.1765<br>-0.0099 | 0.3189<br>-0.3152 | 0.6817<br>-0.6750 | 0.3264<br>-0.2835 | 0.0174<br>0.5442 | 0.0013<br>0.0263 |
| Apr-01    | BellSouth          | 0.0064            | 0.0043            | 0.0009            | 0.0000            | 0.0001           | 0.0133            | 0.6500           | 0.1758            | 0.0643            | 0.0168            | 0.2672            | 0.1795            | 0.2800           | 0.7795           | 0.2278           | 0.5256            | 0.2185            | 0.0843            | 0.0310            | 0.0025            | 0.0029            | 0.0060            | 0.2799           | 0.0437           |
| Арі-01    | CLEC               | 0.0004            | 0.0043            | 0.0006            | 0.0002            | 0.0001           | 0.0006            | 0.0669           | 0.1736            | 0.1700            | 0.0100            | 0.0285            | 0.1793            | 0.2800           | 0.0559           | 0.0598           | 0.0541            | 0.2103            | 0.0043            | 0.0498            | 0.0023            | 0.2818            | 0.2769            | 0.0720           | 0.0437           |
|           | Difference         | 0.0054            | 0.0031            | 0.0003            | -0.0002           | -0.0001          | 0.0127            | 0.5831           | -0.2177           | -0.1057           | -0.0188           | 0.2387            | 0.1344            | 0.2354           | 0.7236           | 0.1680           | 0.4715            | 0.1080            | 0.0107            | -0.0188           | -0.0755           | -0.2790           | -0.2709           | 0.2080           | 0.0295           |
| May-01    | BellSouth          | 0.0051            | 0.0004            | 0.0000            | 0.0000            | 0.0012           | 6.3169            | 7.4932           | 0.5002            | 0.1317            | 0.0498            | 0.1681            | 0.4471            | 0.3662           | 0.8102           | 0.1450           | 0.3898            | 0.2437            | 0.3603            | 0.1585            | 0.0060            | 0.0108            | 0.0448            | 2.8002           | 0.0804           |
|           | CLEC<br>Difference | 0.0061<br>-0.0010 | 0.0053<br>-0.0049 | 0.0005<br>-0.0005 | 0.0054<br>-0.0054 | 0.0001<br>0.0011 | 0.0007<br>6.3162  | 0.0553<br>7.4379 | 0.5385<br>-0.0383 | 0.2637<br>-0.1320 | 0.0559<br>-0.0061 | 0.0583<br>0.1098  | 0.0818<br>0.3653  | 0.0908<br>0.2754 | 0.1086<br>0.7016 | 0.0679<br>0.0771 | 0.0963<br>0.2936  | 0.1181<br>0.1255  | 0.0833<br>0.2770  | 0.0212<br>0.1373  | 0.0267<br>-0.0207 | 0.0690<br>-0.0582 | 0.0992<br>-0.0545 | 0.0495<br>2.7507 | 0.0178<br>0.0626 |
| Jun-01    | BellSouth          | 0.0062            | 0.0008            | 0.0006            | 0.0002            | 0.0001           | 0.0060            | 0.7409           | 0.0491            | 0.0766            | 0.0290            | 0.0375            | 0.0733            | 0.0895           | 0.4859           | 0.0602           | 0.0386            | 0.0687            | 0.3005            | 0.1453            | 0.0072            | 0.0093            | 0.0101            | 0.5068           | 0.0395           |
|           | CLEC               | 0.0881            | 0.4622            | 0.0000            | 0.0057            | 0.0001           | 0.0010            | 0.0400           | 0.1337            | 0.0874            | 0.0679            | 0.0835            | 0.0706            | 0.0491           | 0.0568           | 0.0630           | 0.0393            | 0.0491            | 0.0368            | 0.0127            | 0.0213            | 0.0495            | 0.0811            | 0.0430           | 0.0173           |
|           | Difference         | -0.0819           | -0.4614           | 0.0006            | -0.0054           | 0.0000           | 0.0049            | 0.7009           | -0.0846           | -0.0108           | -0.0389           | -0.0460           | 0.0027            | 0.0404           | 0.4291           | -0.0028          | -0.0007           | 0.0196            | 0.2637            | 0.1326            | -0.0141           | -0.0402           | -0.0710           | 0.4637           | 0.0223           |
| Jul-01    | BellSouth<br>CLEC  | 0.0110<br>0.0024  | 0.0007<br>0.0028  | 0.0000            | 0.0024<br>0.0001  | 0.3008           | 0.4381<br>0.0005  | 1.4967<br>0.0414 | 0.1027<br>0.0817  | 0.0651            | 0.0538<br>0.0134  | 0.0305            | 0.0097            | 0.1283           | 0.2420<br>0.0160 | 0.0214           | 0.0161<br>0.0154  | 0.1469<br>0.0172  | 0.6746            | 0.7498<br>0.0142  | 0.0070            | 0.0121            | 0.0472            | 0.5523<br>0.0726 | 0.0287           |
|           | Difference         | 0.0024            | -0.0028           | -0.0032           | 0.0001            | 0.0000           | 0.0005            | 1.4553           | 0.0817            | 0.0396            | 0.0134            | 0.0195            | -0.0290           | 0.0384           | 0.0160           | 0.0084           | 0.0007            | 0.0172            | 0.0201            | 0.0142            | -0.0024           | -0.0012           | -0.0116           | 0.0726           | 0.0149           |

## EXHIBIT NO. AJV – 3

August 2001 MSS Report

|            | Tennessee, August 2001   | Benchmark /<br>Analog                    | BST<br>Measure | BST<br>Volume | CLEC<br>Measure   | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore | Equity                   |
|------------|--|--|----------------|---------------|-------------------|----------------|-----------------------|-------------------|--------|--------------------------|
|            | Resale - Ordering  |  |                |               |                   |                |                       |                   |        |                          |
|            | % Rejected Service Requests - Mechanized                             |  |                |               |                   |                |                       |                   |        |                          |
| .1         | O-7 Residence/TN(%)  | Diagnostic                               |                |               | 9.11%             | 14,761         |                       |                   |        | Diagnostic               |
| .2         | O-7 Business/TN(%)   | Diagnostic                               |                |               | 15.46%            | 427            |                       |                   |        | Diagnostic               |
| .3         | O-7 Design (Specials)/TN(%)  | Diagnostic                               |                |               | 100.00%           | 2              |                       |                   |        | Diagnostic               |
| .4         | O-7 PBX/TN(%)  | Diagnostic                               |                |               |                   |                |                       |                   |        | Diagnostic               |
| .5<br>.6   | O-7 Centrex/TN(%) O-7 ISDN/TN(%)                                     | Diagnostic Diagnostic                    |                |               |                   |                |                       |                   |        | Diagnostic<br>Diagnostic |
| .0         | % Rejected Service Requests - Partially Mechanized                   | Diagnostic                               |                |               |                   |                |                       |                   |        | Diagnostic               |
| .1         | O-7 Residence/TN(%)  | Diagnostic                               |                |               | 31.95%            | 2,582          |                       |                   |        | Diagnostic               |
| .2         | O-7 Business/TN(%)   | Diagnostic                               |                |               | 44.60%            | 287            |                       |                   |        | Diagnostic               |
| .3         | O-7 Design (Specials)/TN(%)  | Diagnostic                               |                |               | 100.00%           | 1              |                       |                   |        | Diagnostic               |
| .4         | O-7 PBX/TN(%)  | Diagnostic                               |                |               |                   |                |                       |                   |        | Diagnostic               |
| .5         | O-7 Centrex/TN(%)  | Diagnostic                               |                |               |                   |                |                       |                   |        | Diagnostic               |
| .6         | O-7   ISDN/TN(%)   | Diagnostic                               |                |               |                   |                |                       |                   |        | Diagnostic               |
| .1         | % Rejected Service Requests - Non-Mechanized  O-7 Residence/TN(%)    | Diagnostic                               |                |               | 44.37%            | 151            |                       |                   |        | Diagnostic               |
| .2         | O-7 Business/TN(%)   | Diagnostic                               |                |               | 33.94%            | 277            |                       |                   |        | Diagnostic               |
| .3         | O-7 Design (Specials)/TN(%)  | Diagnostic                               |                |               | 27.27%            | 22             |                       |                   |        | Diagnostic               |
| .4         | O-7 PBX/TN(%)  | Diagnostic                               |                |               | 28.57%            | 28             |                       |                   |        | Diagnostic               |
| 5          | O-7 Centrex/TN(%)  | Diagnostic                               |                |               | 66.67%            | 3              |                       |                   |        | Diagnostic               |
| 6          | O-7 ISDN/TN(%)   | Diagnostic                               |                |               | 30.00%            | 30             |                       |                   |        | Diagnostic               |
| .1         | Reject Interval - Mechanized   |  |                |               |                   |                |                       |                   |        |                          |
| l<br>2     | O-8 Residence/TN(%) O-8 Business/TN(%)                               | >= 97% w in 1 hr<br>>= 97% w in 1 hr     |                |               | 94.87%<br>96.97%  | 1,346<br>66    |                       |                   |        | NO<br>NO                 |
|            | O-8 Design (Specials)/TN(%)  | >= 97 % w iii 1 iii<br>>= 97% w in 1 hr  |                |               | 50.00%            | 2              |                       |                   |        | NO                       |
|            | O-8 PBX/TN(%)  | >= 97% w in 1 hr                         |                |               | 00.0070           |                |                       |                   |        | <u> </u>                 |
|            | O-8 Centrex/TN(%)  | >= 97% w in 1 hr                         |                |               |                   |                |                       |                   |        |                          |
|            | O-8 ISDN/TN(%)   | >= 97% w in 1 hr                         |                |               |                   |                |                       |                   |        |                          |
|            | Reject Interval - Partially Mechanized - 10 hours                    |  |                |               | _                 |                |                       |                   |        |                          |
| 1<br>2     | O-8 Residence/TN(%)  | >= 85% w in 10 hrs                       |                |               | 97.13%            | 836            |                       |                   |        | YES                      |
|            | O-8 Business/TN(%) O-8 Design (Specials)/TN(%)                       | >= 85% w in 10 hrs                       |                |               | 95.45%            | 132            |                       |                   |        | YES<br>NO                |
|            | O-8 Design (Specials)/TN(%) O-8 PBX/TN(%)                            | >= 85% w in 10 hrs<br>>= 85% w in 10 hrs |                |               | 0.00%             | 1              |                       |                   |        | NO                       |
|            | O-8 Centrex/TN(%)  | >= 85% w in 10 hrs                       |                |               |                   |                |                       |                   |        |                          |
|            | O-8 ISDN/TN(%)   | >= 85% w in 10 hrs                       |                |               |                   |                |                       |                   |        |                          |
|            | Reject Interval - Non-Mechanized                                     |  |                |               |                   |                |                       |                   |        |                          |
| 1          | O-8 Residence/TN(%)  | >= 85% w in 24 hrs                       |                |               | 95.52%            | 67             |                       |                   |        | YES                      |
| 2          | O-8 Business/TN(%)   | >= 85% w in 24 hrs                       |                |               | 96.94%            | 98             |                       |                   |        | YES                      |
| }<br>!     | O-8 Design (Specials)/TN(%) O-8 PBX/TN(%)                            | >= 85% w in 24 hrs<br>>= 85% w in 24 hrs |                |               | 50.00%<br>100.00% | 6              |                       |                   |        | NO<br>YES                |
|            | O-8 PBX/TN(%) O-8 Centrex/TN(%)                                      | >= 85% w in 24 rrs<br>>= 85% w in 24 hrs |                |               | 100.00%           | 2              |                       |                   |        | YES                      |
|            | O-8 ISDN/TN(%)   | >= 85% w in 24 hrs                       |                |               | 88.89%            | 9              |                       |                   |        | YES                      |
| 5          | FOC Timeliness - Mechanized  | 2 3 3 % W III 2 1 1 II 3                 |                |               | 00.0070           |                |                       |                   |        |                          |
| 1          | O-9 Residence/TN(%)  | >= 95% w in 3 hrs                        |                |               | 99.23%            | 13,408         |                       |                   |        | YES                      |
| 2          | O-9 Business/TN(%)   | >= 95% w in 3 hrs                        |                |               | 99.43%            | 353            |                       |                   |        | YES                      |
|            | O-9 Design (Specials)/TN(%)  | >= 95% w in 3 hrs                        |                |               |                   |                |                       |                   |        |                          |
|            | O-9 PBX/TN(%)  | >= 95% w in 3 hrs                        |                |               |                   |                |                       |                   |        |                          |
|            | O-9 Centrex/TN(%)  | >= 95% w in 3 hrs                        |                |               |                   |                |                       |                   |        | lacksquare               |
|            | O-9   ISDN/TN(%)   | >= 95% w in 3 hrs                        |                |               |                   |                |                       |                   |        |                          |
| 1          | FOC Timeliness - Partially Mechanized - 10 hours O-9 Residence/TN(%) | >= 85% w in 10 hrs                       |                |               | 93.20%            | 2,014          |                       |                   |        | YES                      |
| !.1<br>!.2 | O-9 Residence/TN(%) O-9 Business/TN(%)                               | >= 85% w in 10 rrs<br>>= 85% w in 10 hrs |                |               | 95.24%            | 189            |                       |                   |        | YES                      |
| ۷.۷        | O-9   DUSHIESS/TN( /0)   | >= 00% W III 10 NIS                      |                |               | 33.2470           | 109            |                       |                   |        | 169                      |

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|                      | Tenn         | essee, August 2001   | Benchmark /                              | BST     | BST    | CLEC               | CLEC       | Standard  | Standard |        |            |
|----------------------|--------------|--|--|---------|--------|--------------------|------------|-----------|----------|--------|------------|
|                      |              |  | Analog                                   | Measure | Volume | Measure            | Volume     | Deviation | Error    | ZScore | Equity     |
| A.1.12.3             | O-9          | Design (Specials)/TN(%)  | >= 85% w in 10 hrs                       |         |        |                    |            |           |          |        |            |
| A.1.12.4             | O-9          | PBX/TN(%)  | >= 85% w in 10 hrs                       |         |        |                    |            |           |          |        |            |
| A.1.12.5             | O-9          | Centrex/TN(%)  | >= 85% w in 10 hrs                       |         |        |                    |            |           |          |        |            |
| A.1.12.6             | O-9          | ISDN/TN(%)   | >= 85% w in 10 hrs                       |         |        |                    |            |           |          |        |            |
|                      |              | imeliness - Non-Mechanized   |  |         |        |                    |            |           |          |        |            |
| A.1.13.1             | O-9          | Residence/TN(%)  | >= 85% w in 36 hrs                       |         |        | 98.72%             | 78         |           |          |        | YES        |
| A.1.13.2             | O-9          | Business/TN(%)   | >= 85% w in 36 hrs                       |         |        | 100.00%            | 195        |           |          |        | YES        |
| A.1.13.3             | 0-9          | Design (Specials)/TN(%)  | >= 85% w in 36 hrs                       |         |        | 100.00%            | 13         |           |          |        | YES        |
| A.1.13.4<br>A.1.13.5 | O-9<br>O-9   | PBX/TN(%) Centrex/TN(%)  | >= 85% w in 36 hrs<br>>= 85% w in 36 hrs |         |        | 100.00%<br>100.00% | 18<br>1    |           |          |        | YES<br>YES |
| A.1.13.6             | O-9          | ISDN/TN(%)   | >= 85% w in 36 hrs                       |         |        | 100.00%            | 19         |           |          |        | YES        |
|                      |              | Reject Response Completeness - Mechanized                                |  |         |        |                    |            |           |          |        |            |
| A.1.14.1             | O-11         | Residence/TN(%)  | >= 95%                                   |         |        | 99.60%             | 14,761     |           |          |        | YES        |
| A.1.14.2             | 0-11         | Business/TN(%)   | >= 95%                                   |         |        | 97.89%             | 427        |           |          |        | YES        |
| A.1.14.3             | 0-11         | Design (Specials)/TN(%)  | >= 95%                                   |         |        | 100.00%            | 2          |           |          |        | YES        |
| A.1.14.4             | O-11         | PBX/TN(%)  | >= 95%                                   |         |        |                    |            |           |          |        |            |
| A.1.14.5             | O-11         | Centrex/TN(%)  | >= 95%                                   |         |        |                    |            |           |          |        |            |
| A.1.14.6             | O-11         | ISDN/TN(%)   | >= 95%                                   |         |        |                    |            |           |          |        |            |
|                      | FOC &        | Reject Response Completeness - Partially Mechanized                      |  |         |        |                    |            |           |          |        |            |
| A.1.15.1             | O-11         | Residence/TN(%)  | >= 95%                                   |         |        | 99.77%             | 2,582      |           |          |        | YES        |
| A.1.15.2             | O-11         | Business/TN(%)   | >= 95%                                   |         |        | 99.30%             | 287        |           |          |        | YES        |
| A.1.15.3             | O-11         | Design (Specials)/TN(%)  | >= 95%                                   |         |        | 100.00%            | 1          |           |          |        | YES        |
| A.1.15.4             | 0-11         | PBX/TN(%)  | >= 95%                                   |         |        |                    |            |           |          |        |            |
| A.1.15.5<br>A.1.15.6 | O-11<br>O-11 | Centrex/TN(%) ISDN/TN(%)   | >= 95%<br>>= 95%                         |         |        |                    |            |           |          |        |            |
| A. 1. 15.6           |              | •  | >= 95%                                   |         |        |                    |            |           |          |        |            |
|                      |              | Reject Response Completeness - Non-Mechanized                            |  |         |        |                    |            |           |          |        |            |
| A.1.16.1             | 0-11         | Residence/TN(%)  | >= 95%                                   |         |        | 94.70%             | 151        |           |          |        | NO         |
| A.1.16.2             | O-11<br>O-11 | Business/TN(%)   | >= 95%                                   |         |        | 96.39%             | 277<br>22  |           |          |        | YES<br>NO  |
| A.1.16.3<br>A.1.16.4 | 0-11         | Design (Specials)/TN(%) PBX/TN(%)  | >= 95%<br>>= 95%                         |         |        | 81.82%<br>92.86%   | 28         |           |          |        | NO         |
| A.1.16.5             | 0-11         | Centrex/TN(%)  | >= 95%                                   |         |        | 100.00%            | 3          |           |          |        | YES        |
| A.1.16.6             | O-11         | ISDN/TN(%)   | >= 95%                                   |         |        | 93.33%             | 30         |           |          |        | NO         |
|                      | FOC &        | Reject Response Completeness (Multiple Responses) - Mechanized           |  |         |        |                    |            |           |          |        |            |
| A.1.17.1             | 0-11         | Residence/TN(%)  | >= 95%                                   |         |        | 96.65%             | 14,702     |           |          |        | YES        |
| A.1.17.2             | 0-11         | Business/TN(%)   | >= 95%                                   |         |        | 97.37%             | 418        |           |          |        | YES        |
| A.1.17.3             | O-11         | Design (Specials)/TN(%)  | >= 95%                                   |         |        | 50.00%             | 2          |           |          |        | NO         |
| A.1.17.4             | O-11         | PBX/TN(%)  | >= 95%                                   |         |        |                    |            |           |          |        |            |
| A.1.17.5             | O-11         | Centrex/TN(%)  | >= 95%                                   |         |        |                    |            |           |          |        |            |
| A.1.17.6             | O-11         | ISDN/TN(%)   | >= 95%                                   |         |        |                    |            |           |          |        |            |
|                      |              | Reject Response Completeness (Multiple Responses) - Partially Mechanized |  |         |        |                    |            |           |          |        |            |
| A.1.18.1             | 0-11         | Residence/TN(%)  | >= 95%                                   |         |        | 87.89%             | 2,576      |           |          |        | NO         |
| A.1.18.2             | O-11         | Business/TN(%)   | >= 95%                                   |         |        | 87.02%             | 285        |           |          |        | NO         |
| A.1.18.3             | 0-11         | Design (Specials)/TN(%)  | >= 95%                                   |         |        | 100.00%            | 11         |           |          |        | YES        |
| A.1.18.4             | 0-11         | PBX/TN(%)  | >= 95%                                   |         |        |                    |            |           |          |        |            |
| A.1.18.5<br>A.1.18.6 | O-11<br>O-11 | Centrex/TN(%) ISDN/TN(%)   | >= 95%<br>>= 95%                         |         |        | -                  |            |           |          |        |            |
| 7.1.10.0             |              |  | / <del>-</del> 93/0                      |         |        |                    |            |           |          |        |            |
| A 1 10 1             |              | Reject Response Completeness (Multiple Responses) - Non-Mechanized       | - OE9/                                   |         |        | 04.440/            | 142        |           |          |        | NO         |
| A.1.19.1<br>A.1.19.2 | O-11<br>O-11 | Residence/TN(%) Business/TN(%)   | >= 95%<br>>= 95%                         |         |        | 94.41%<br>89.14%   | 143<br>267 |           |          |        | NO<br>NO   |
| A.1.19.2<br>A.1.19.3 | O-11         | Design (Specials)/TN(%)  | >= 95%<br>>= 95%                         |         |        | 94.44%             | 18         |           |          |        | NO         |
| A.1.19.4             | 0-11         | PBX/TN(%)  | >= 95%                                   |         |        | 96.15%             | 26         |           |          |        | YES        |
| A.1.19.5             | 0-11         | Centrex/TN(%)  | >= 95%                                   |         |        | 100.00%            | 3          |           |          |        | YES        |
| A.1.19.6             | O-11         | ISDN/TN(%)   | >= 95%                                   |         |        | 100.00%            | 28         |           |          |        | YES        |
|                      |              |  |  |         |        |                    |            |           |          |        |            |
|                      | Resale       | - Provisioning   |  |         |        |                    |            |           |          |        |            |
|                      |              | -  |  |         |        |                    |            |           |          |        |            |

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|      | Tenn       | essee, August 2001  | Benchmark /      | BST          | BST      | CLEC   | CLEC   | Standard  | Standard |         |            |
|------|------------|---|------------------|--------------|----------|--|--------|-----------|----------|---------|------------|
|      |            |   | Analog           | Measure      | Volume   | Measure  | Volume | Deviation | Error    | ZScore  | Equity     |
|      | Order      | Completion Interval   |                  |              |          |  |        |           |          |         |            |
| .1.1 | P-4        | Residence/<10 circuits/Dispatch/TN(days)  | Res              | 6.36         | 15,342   | 5.27   | 468    | 5.155     | 0.24190  | 4.5016  | YES        |
| 2    | P-4        | Residence/<10 circuits/Non-Dispatch/TN(days)  | Res              | 0.82         | 279,287  | 0.77   | 10,674 | 3.375     | 0.03328  | 1.5987  | YES        |
|      | P-4        | Residence/>=10 circuits/Dispatch/TN(days)   | Res              | 7.85         | 13       | 8.00   | 1      | 8.849     | 9.18325  | -0.0168 | YES        |
|      | P-4        | Residence/>=10 circuits/Non-Dispatch/TN(days)   | Res              |              |          |  |        |           |          |         |            |
|      | P-4        | Business/<10 circuits/Dispatch/TN(days)   | Bus              | 3.45         | 9,077    | 2.05   | 102    | 7.755     | 0.77219  | 1.8053  | YES        |
| 2    | P-4        | Business/<10 circuits/Non-Dispatch/TN(days)   | Bus              | 1.35         | 14,584   | 0.65   | 395    | 4.702     | 0.23978  | 2.9363  | YES        |
|      | P-4        | Business/>=10 circuits/Dispatch/TN(days)  | Bus              | 9.97         | 61       |  |        | 13.041    |          |         |            |
|      | P-4        | Business/>=10 circuits/Non-Dispatch/TN(days)  | Bus              | 0.33         | 2        | 0.33   | 1      | 0.000     | 0.00000  |         | YES        |
|      | P-4        | Design (Specials)/<10 circuits/Dispatch/TN(days)  | Design           | 23.63        | 1,011    | 7.00   | 1      | 24.079    | 24.09111 | 0.6902  | YES        |
|      | P-4        | Design (Specials)/<10 circuits/Non-Dispatch/TN(days)  | Design           | 8.33         | 39       |  |        | 4.754     |          |         |            |
|      | P-4        | Design (Specials)/>=10 circuits/Dispatch/TN(days)   | Design           | 161.00       | 1        |  |        | 0.000     |          |         |            |
|      | P-4        | Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)   | Design           |              |          |  |        |           |          |         |            |
|      | P-4        | PBX/<10 circuits/Dispatch/TN(days)  | PBX              | 8.74         | 52       |  |        | 8.518     |          |         |            |
|      | P-4        | PBX/<10 circuits/Non-Dispatch/TN(days)  | PBX              | 3.09         | 171      | 5.71   | 7      | 7.161     | 2.76129  | -0.9484 | YES        |
|      | P-4        | PBX/>=10 circuits/Dispatch/TN(days)   | PBX              |              |          |  |        |           |          |         |            |
|      | P-4        | PBX/>=10 circuits/Non-Dispatch/TN(days)   | PBX              | 1.57         | 28       | 0.81   | 7      | 1.543     | 0.65208  | 1.1699  | YES        |
|      | P-4        | Centrex/<10 circuits/Dispatch/TN(days)  | Centrex          | 5.21         | 437      |  |        | 11.053    |          |         |            |
|      | P-4        | Centrex/<10 circuits/Non-Dispatch/TN(days)  | Centrex          | 2.34         | 692      | 1.17   | 2      | 4.804     | 3.40149  | 0.3460  | YES        |
|      | P-4        | Centrex/>=10 circuits/Dispatch/TN(days)   | Centrex          | 14.88        | 8        | 1.00   | 1      | 13.643    | 14.47037 | 0.9589  | YES        |
|      | P-4        | Centrex/>=10 circuits/Non-Dispatch/TN(days)   | Centrex          | 2.21         | 17       |  |        | 2.612     |          |         |            |
|      | P-4        | ISDN/<10 circuits/Dispatch/TN(days)   | ISDN             | 37.69        | 685      | 12.00  | 1      | 63.542    | 63.58846 | 0.4041  | YES        |
|      | P-4        | ISDN/<10 circuits/Non-Dispatch/TN(days)   | ISDN             | 5.95         | 784      | 1.96   | 8      | 19.555    | 6.94881  | 0.5742  | YES        |
|      | P-4        | ISDN/>=10 circuits/Dispatch/TN(days)  | ISDN             | 0.05         | 47       | 4.00   | 4      | 0.000     | 0.77000  | 0.4077  | VEC        |
|      | P-4        | ISDN/>=10 circuits/Non-Dispatch/TN(days)  | ISDN             | 2.35         | 17       | 1.00   | 1      | 2.693     | 2.77066  | 0.4877  | YES        |
|      | Held O     |   | •                |              |          |  |        |           |          |         |            |
|      | P-1        | Residence/<10 circuits/Facility/TN(days)  | Res              | 7.04         | 125      | 7.00   | 3      | 7.041     | 4.11344  | 0.0097  | YES        |
|      | P-1        | Residence/<10 circuits/Equipment/TN(days)   | Res              | 0.00         | 0        | 0.00   | 0      |           |          |         | YES        |
|      | P-1        | Residence/<10 circuits/Other/TN(days)   | Res              | 9.50         | 14       | 0.00   | 0      | 14.867    |          |         | YES        |
|      | P-1        | Residence/>=10 circuits/Facility/TN(days)   | Res              | 0.00         | 0        | 0.00   | 0      |           |          |         | YES        |
|      | P-1        | Residence/>=10 circuits/Equipment/TN(days)  | Res              | 0.00         | 0        | 0.00   | 0      |           |          |         | YES        |
|      | P-1        | Residence/>=10 circuits/Other/TN(days)  | Res              | 0.00         | 0        | 0.00   | 0      |           |          |         | YES        |
|      | P-1        | Business/<10 circuits/Facility/TN(days)   | Bus              | 10.55        | 20       | 11.00  | 1      | 10.380    | 10.63582 | -0.0423 | YES        |
|      | P-1        | Business/<10 circuits/Equipment/TN(days)  | Bus              | 0.00         | 0        | 0.00   | 0      | 0.000     |          |         | YES        |
|      | P-1<br>P-1 | Business/<10 circuits/Other/TN(days)  | Bus              | 3.00<br>0.00 | 0        | 0.00   | 0      | 0.000     |          |         | YES        |
|      | P-1        | Business/>=10 circuits/Facility/TN(days) Business/>=10 circuits/Equipment/TN(days)                    | Bus<br>Bus       | 0.00         | 0        | 0.00   | 0      |           |          |         | YES<br>YES |
|      | P-1        | Business/>=10 circuits/Equipment/TN(days)  Business/>=10 circuits/Other/TN(days)                      | Bus              | 0.00         | 0        | 0.00   | 0      | ļ         |          |         | YES        |
|      | P-1        | Design (Specials)/<10 circuits/Facility/TN(days)  |                  | 27.57        | 7        | 0.00   | 0      | 23.628    |          |         | YES        |
|      | P-1        | Design (Specials)/<10 circuits/Facility/TN(days)  Design (Specials)/<10 circuits/Equipment/TN(days)   | Design<br>Design | 0.00         | 0        | 0.00   | 0      | 23.020    |          |         | YES        |
|      | P-1        | Design (Specials)/<10 circuits/Equipment/TN(days)  Design (Specials)/<10 circuits/Other/TN(days)      | Design<br>Design | 24.00        | 3        | 0.00   | 0      | 12.124    |          |         | YES        |
|      | P-1        | Design (Specials)/>=10 circuits/Facility/TN(days)   | Design           | 0.00         | 0        | 0.00   | U      | 12.124    |          |         | TES        |
|      | P-1        | Design (Specials)/>=10 circuits/Facility/TN(days)  Design (Specials)/>=10 circuits/Equipment/TN(days) | Design           | 0.00         | 0        | <del>                                     </del> |        | 1         |          |         |            |
|      | P-1        | Design (Specials)/>=10 circuits/Equipment/TN(days)  Design (Specials)/>=10 circuits/Other/TN(days)    | Design           | 0.00         | 0        | <del>                                     </del> |        | 1         |          |         |            |
|      | P-1        | PBX/<10 circuits/Facility/TN(days)  | PBX              | 0.00         | 0        | 0.00   | 0      | 1         |          |         | YES        |
|      | P-1        | PBX/<10 circuits/Facility/TN(days)  | PBX              | 0.00         | 0        | 0.00   | 0      | 1         |          |         | YES        |
|      | P-1        | PBX/<10 circuits/Other/TN(days)   | PBX              | 0.00         | 0        | 0.00   | 0      | 1         |          |         | YES        |
|      | P-1        | PBX/>=10 circuits/Facility/TN(days)   | PBX              | 0.00         | 0        | 0.00   | 0      | 1         |          |         | YES        |
|      | P-1        | PBX/>=10 circuits/Equipment/TN(days)  | PBX              | 0.00         | 0        | 0.00   | 0      | 1         |          |         | YES        |
|      | P-1        | PBX/>=10 circuits/Equipment/TN(days)  | PBX              | 0.00         | 0        | 0.00   | 0      | 1         |          |         | YES        |
|      | P-1        | Centrex/<10 circuits/Facility/TN(days)  | Centrex          | 0.00         | 0        | 0.00   | 0      | 1         |          |         | YES        |
|      | P-1        | Centrex/<10 circuits/Facility/TN(days)  Centrex/<10 circuits/Equipment/TN(days)                       | Centrex          | 0.00         | 0        | 0.00   | 0      | 1         |          |         | YES        |
|      | P-1        | Centrex/<10 circuits/Equipment/TN(days)   | Centrex          | 0.00         | 0        | 0.00   | 0      | 1         |          |         | YES        |
|      | P-1        | Centrex/<10 circuits/Griel/TN(days)  Centrex/>=10 circuits/Facility/TN(days)                          | Centrex          | 0.00         | 0        | 0.00   | 0      | 1         |          |         | YES        |
|      | P-1        | Centrex/>=10 circuits/Facility/TN(days)  Centrex/>=10 circuits/Equipment/TN(days)                     | Centrex          | 0.00         | 0        | 0.00   | 0      | 1         |          |         | YES        |
|      | P-1        | Centrex/>=10 circuits/Other/TN(days)  | Centrex          | 0.00         | 0        | 0.00   | 0      | 1         |          |         | YES        |
|      | P-1        | ISDN/<10 circuits/Facility/TN(days)   | ISDN             | 64.56        | 9        | 2.00   | 1      | 93.157    | 98.19642 | 0.6370  | YES        |
|      | P-1        | ISDN/<10 circuits/Facility/TN(days)   | ISDN             | 0.00         | 0        | 0.00   | 0      | 33.137    | 50.15042 | 0.0070  | YES        |
|      | P-1        | ISDN/<10 circuits/Equipment/1N(days)  | ISDN             | 5.00         | 1        | 0.00   | 0      | 0.000     |          |         | YES        |
|      | <u> </u>   | positivate oriented safety (14 days)  | 10011            | 0.00         | <u>'</u> | 0.00   |        | 0.000     |          |         | 120        |

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|                              |                       | nessee, August 2001   | Benchmark /                     | BST            | BST           | CLEC               | CLEC    | Standard  | Standard           |                  |                          |
|------------------------------|-----------------------|---|---------------------------------|----------------|---------------|--------------------|---------|-----------|--------------------|------------------|--------------------------|
|                              |                       |   | Analog                          | Measure        | Volume        | Measure            | Volume  | Deviation | Error              | ZScore           | Equity                   |
| A.2.2.6.2.1                  | P-1                   | ISDN/>=10 circuits/Facility/TN(days)  | ISDN                            | 0.00           | 0             | 0.00               | 0       |           |                    |                  | YES                      |
| A.2.2.6.2.2                  | P-1                   | ISDN/>=10 circuits/Equipment/TN(days)   | ISDN                            | 0.00           | 0             | 0.00               | 0       |           |                    |                  | YES                      |
| A.2.2.6.2.3                  | P-1                   | ISDN/>=10 circuits/Other/TN(days)   | ISDN                            | 0.00           | 0             | 0.00               | 0       |           |                    |                  | YES                      |
| A.2.4.1                      | % <b>Jeo</b> j<br>P-2 | pardies - Mechanized  Residence/TN(%)   | Res                             | 0.47%          | 312,073       | 0.74%              | 12,115  |           | 0.00063            | -4.3200          | NO                       |
| A.2.4.2                      | P-2                   | Business/TN(%)  | Bus                             | 1.85%          | 24,384        | 1.84%              | 653     |           | 0.00535            | 0.0299           | YES                      |
| A.2.4.3                      | P-2                   | Design (Specials)/TN(%)   | Design                          | 16.79%         | 1,245         | 0.00%              | 30      |           | 0.06905            | 2.4310           | YES                      |
| A.2.4.4                      | P-2                   | PBX/TN(%)   | PBX                             | 4.26%          | 258           | 0.00%              | 18      |           | 0.04925            | 0.8656           | YES                      |
| A.2.4.5                      | P-2                   | Centrex/TN(%)   | Centrex ISDN                    | 1.58%          | 1,200         | 0.00%              | 4       |           | 0.06252            | 0.2533           | YES<br>YES               |
| A.2.4.6                      | P-2                   | ISDN/TN(%)  | ISDN                            | 8.25%          | 1,563         | 0.00%              | 17      |           | 0.06710            | 1.2300           | YES                      |
| A.2.5.1                      | % Jeoj<br>P-2         | pardies - Non-Mechanized Residence/TN(%)  | Diagnostia                      |                |               | 50.00%             | 2       |           |                    |                  | Diagnostic               |
| A.2.5.1<br>A.2.5.2           | P-2                   | Business/TN(%)  | Diagnostic Diagnostic           |                |               | 50.00%             | 2       |           |                    |                  | Diagnostic               |
| A.2.5.3                      | P-2                   | Design (Specials)/TN(%)   | Diagnostic                      |                |               | 0.00%              | 1       |           |                    |                  | Diagnostic               |
| A.2.5.4                      | P-2                   | PBX/TN(%)   | Diagnostic                      |                |               |                    |         |           |                    |                  | Diagnostic               |
| A.2.5.5                      | P-2                   | Centrex/TN(%)   | Diagnostic                      |                |               |                    |         |           |                    |                  | Diagnostic               |
| A.2.5.6                      | P-2                   | ISDN/TN(%)  | Diagnostic                      |                |               | 100.00%            | 2       |           |                    |                  | Diagnostic               |
|                              |                       | ge Jeopardy Notice Interval - Mechanized  |                                 |                |               |                    |         |           |                    |                  | V50                      |
| A.2.7.1<br>A.2.7.2           | P-2<br>P-2            | Residence/TN(hours) Business/TN(hours)  | >= 48 hrs<br>>= 48 hrs          |                |               | 168.00<br>132.00   | 41      |           |                    |                  | YES<br>YES               |
| A.2.7.3                      | P-2                   | Design (Specials)/TN(hours)   | >= 48 hrs                       |                |               | 132.00             | - 4     |           |                    |                  | TES .                    |
| A.2.7.4                      | P-2                   | PBX/TN(hours)   | >= 48 hrs                       |                |               |                    |         |           |                    |                  |                          |
| A.2.7.5                      | P-2                   | Centrex/TN(hours)   | >= 48 hrs                       |                |               |                    |         |           |                    |                  |                          |
| A.2.7.6                      | P-2                   | ISDN/TN(hours)  | >= 48 hrs                       |                |               |                    |         |           |                    |                  |                          |
|                              |                       | ge Jeopardy Notice Interval - Non-Mechanized  |                                 |                |               |                    |         |           |                    |                  |                          |
| A.2.8.1<br>A.2.8.2           | P-2<br>P-2            | Residence/TN(hours) Business/TN(hours)  | Diagnostic Diagnostic           |                |               | 24.00<br>324.00    | 2       |           |                    |                  | Diagnostic<br>Diagnostic |
| A.2.8.3                      | P-2                   | Design (Specials)/TN(hours)   | Diagnostic                      |                |               | 324.00             |         |           |                    |                  | Diagnostic               |
| A.2.8.4                      | P-2                   | PBX/TN(hours)   | Diagnostic                      |                |               |                    |         |           |                    |                  | Diagnostic               |
| A.2.8.5                      | P-2                   | Centrex/TN(hours)   | Diagnostic                      |                |               |                    |         |           |                    |                  | Diagnostic               |
| A.2.8.6                      | P-2                   | ISDN/TN(hours)  | Diagnostic                      |                |               | 204.00             | 2       |           |                    |                  | Diagnostic               |
|                              |                       | pardy Notice >= 48 hours - Mechanized   |                                 |                |               |                    |         |           |                    |                  |                          |
| A.2.9.1<br>A.2.9.2           | P-2<br>P-2            | Residence/TN(%) Business/TN(%)  | 95% >= 48 hrs<br>95% >= 48 hrs  |                |               | 100.00%<br>100.00% | 41      |           |                    |                  | YES<br>YES               |
| A.2.9.2<br>A.2.9.3           | P-2                   | Design (Specials)/TN(%)   | 95% >= 46 fils<br>95% >= 48 hrs |                |               | 100.00%            | 4       |           |                    |                  | TES                      |
| A.2.9.4                      | P-2                   | PBX/TN(%)   | 95% >= 48 hrs                   |                |               |                    |         |           |                    |                  | -                        |
| A.2.9.5                      | P-2                   | Centrex/TN(%)   | 95% >= 48 hrs                   |                |               |                    |         |           |                    |                  |                          |
| A.2.9.6                      | P-2                   | ISDN/TN(%)  | 95% >= 48 hrs                   |                |               |                    |         |           |                    |                  |                          |
|                              |                       | pardy Notice >= 48 hours - Non-Mechanized   |                                 |                |               |                    |         |           |                    |                  |                          |
| A.2.10.1                     | P-2                   | Residence/TN(%)   | Diagnostic                      |                |               | 0.00%              | 1       |           |                    |                  | Diagnostic               |
| A.2.10.2<br>A.2.10.3         | P-2<br>P-2            | Business/TN(%)  Design (Specials)/TN(%)   | Diagnostic Diagnostic           |                |               | 100.00%            | 2       |           |                    |                  | Diagnostic<br>Diagnostic |
| A.2.10.4                     | P-2                   | PBX/TN(%)   | Diagnostic                      |                |               |                    |         |           |                    |                  | Diagnostic               |
| A.2.10.5                     | P-2                   | Centrex/TN(%)   | Diagnostic                      |                |               |                    |         |           |                    |                  | Diagnostic               |
| A.2.10.6                     | P-2                   | ISDN/TN(%)  | Diagnostic                      |                |               | 100.00%            | 2       |           |                    |                  | Diagnostic               |
|                              |                       | sed Installation Appointments   |                                 |                |               |                    |         |           |                    |                  |                          |
| A.2.11.1.1.1                 | P-3                   | Residence/<10 circuits/Dispatch/TN(%)   | Res                             | 8.20%          | 18,127        | 4.69%              | 576     |           | 0.01161            | 3.0233           | YES                      |
| A.2.11.1.1.2<br>A.2.11.1.2.1 | P-3<br>P-3            | Residence/<10 circuits/Non-Dispatch/TN(%)  Residence/>=10 circuits/Dispatch/TN(%)                 | Res<br>Res                      | 0.22%<br>6.25% | 293,362<br>16 | 0.09%              | 11,605  |           | 0.00044<br>0.24951 | 3.0373<br>0.2505 | YES<br>YES               |
| A.2.11.1.2.1<br>A.2.11.1.2.2 | P-3<br>P-3            | Residence/>=10 circuits/Dispatch/TN(%)  Residence/>=10 circuits/Non-Dispatch/TN(%)                | Res                             | 0.25%          | 10            | 0.00%              | 1       |           | 0.24931            | 0.2000           | 150                      |
| A.2.11.2.1.1                 | P-3                   | Business/<10 circuits/Dispatch/TN(%)  | Bus                             | 2.45%          | 9,458         | 1.38%              | 145     |           | 0.01294            | 0.8294           | YES                      |
| A.2.11.2.1.2                 | P-3                   | Business/<10 circuits/Non-Dispatch/TN(%)  | Bus                             | 0.14%          | 14,690        | 0.00%              | 507     |           | 0.00171            | 0.8376           | YES                      |
| A.2.11.2.2.1                 | P-3                   | Business/>=10 circuits/Dispatch/TN(%)   | Bus                             | 8.22%          | 73            |                    |         |           |                    |                  |                          |
| A.2.11.2.2.2                 | P-3                   | Business/>=10 circuits/Non-Dispatch/TN(%)   | Bus                             | 0.00%          | 2             | 0.00%              | 1       |           | 0.00000            | 0.0074           | YES                      |
| A.2.11.3.1.1<br>A.2.11.3.1.2 | P-3<br>P-3            | Design (Specials)/<10 circuits/Dispatch/TN(%)  Design (Specials)/<10 circuits/Non-Dispatch/TN(%)  | Design<br>Design                | 4.51%<br>7.69% | 1,019<br>39   | 3.57%<br>0.00%     | 28<br>2 |           | 0.03977<br>0.19319 | 0.2371           | YES<br>YES               |
| A.2.11.3.1.2<br>A.2.11.3.2.1 | P-3                   | Design (Specials)/<10 circuits/Non-Dispatch/TN(%)  Design (Specials)/>=10 circuits/Dispatch/TN(%) | Design                          | 0.00%          | 1             | 0.00/0             |         |           | 0.13313            | 0.0302           | 123                      |
|                              | . 0                   | 1-1-3- (-p-1-1-1-7-7-10 01100107-0-10-10-11-11-11-11-11-11-11-11-11-11-1                          | 200.9                           | 0.0070         | •             | 1                  | 1       |           |                    |                  |                          |

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|                              | Tenn       | essee, August 2001   | Benchmark /<br>Analog | BST<br>Measure  | BST<br>Volume | CLEC<br>Measure                                  | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore  | Equity |
|------------------------------|------------|--|-----------------------|-----------------|---------------|--|----------------|-----------------------|-------------------|---------|--------|
|                              |            |  |                       |                 |               |  |                |                       |                   |         |        |
| A.2.11.3.2.2                 | P-3        | Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)                                   | Design                |                 |               |  |                |                       |                   |         |        |
| A.2.11.4.1.1                 | P-3        | PBX/<10 circuits/Dispatch/TN(%)  | PBX                   | 3.77%           | 53            | 0.000/   |                |                       | 0.00075           | 0.0404  | VE0.   |
| A.2.11.4.1.2                 | P-3        | PBX/<10 circuits/Non-Dispatch/TN(%)  | PBX                   | 1.12%           | 178           | 0.00%  | 11             |                       | 0.03275           | 0.3431  | YES    |
| A.2.11.4.2.1<br>A.2.11.4.2.2 | P-3<br>P-3 | PBX/>=10 circuits/Dispatch/TN(%) PBX/>=10 circuits/Non-Dispatch/TN(%)                | PBX<br>PBX            | 0.00%           | 30            | 0.00%  | 7              |                       | 0.00000           |         | YES    |
| A.2.11.4.2.2<br>A.2.11.5.1.1 | P-3        | Centrex/<10 circuits/Dispatch/TN(%)  | Centrex               | 1.35%           | 445           | 0.00%  | 1              |                       | 0.00000           | 0.1168  | YES    |
| A.2.11.5.1.1<br>A.2.11.5.1.2 | P-3        | Centrex/<10 circuits/Dispatch/TN(%)  | Centrex               | 0.00%           | 717           | 0.00%  | 3              |                       | 0.00000           | 0.1100  | YES    |
| A.2.11.5.2.1                 | P-3        | Centrex/>=10 circuits/Dispatch/TN(%)   | Centrex               | 0.00%           | 8             | 0.00%  | 1              |                       | 0.00000           |         | YES    |
| A.2.11.5.2.2                 | P-3        | Centrex/>=10 circuits/Non-Dispatch/TN(%)   | Centrex               | 0.00%           | 21            | 0.0070   |                |                       | 0.00000           |         |        |
| A.2.11.6.1.1                 | P-3        | ISDN/<10 circuits/Dispatch/TN(%)   | ISDN                  | 6.34%           | 694           | 0.00%  | 4              |                       | 0.12219           | 0.5189  | YES    |
| A.2.11.6.1.2                 | P-3        | ISDN/<10 circuits/Non-Dispatch/TN(%)   | ISDN                  | 1.13%           | 796           | 0.00%  | 14             |                       | 0.02850           | 0.3967  | YES    |
| A.2.11.6.2.1                 | P-3        | ISDN/>=10 circuits/Dispatch/TN(%)  | ISDN                  |                 |               |  |                |                       |                   |         |        |
| A.2.11.6.2.2                 | P-3        | ISDN/>=10 circuits/Non-Dispatch/TN(%)  | ISDN                  | 0.00%           | 18            | 0.00%  | 1              |                       | 0.00000           |         | YES    |
|                              | % Prov     | isioning Troubles within 30 Days   |                       |                 |               |  |                |                       |                   |         |        |
| A.2.12.1.1.1                 | P-9        | Residence/<10 circuits/Dispatch/TN(%)  | Res                   | 8.64%           | 15,651        | 8.91%  | 505            |                       | 0.01271           | -0.2094 | YES    |
| A.2.12.1.1.2                 | P-9        | Residence/<10 circuits/Non-Dispatch/TN(%)  | Res                   | 3.45%           | 254,591       | 3.76%  | 11,193         |                       | 0.00176           | -1.7739 | NO     |
| A.2.12.1.2.1                 | P-9        | Residence/>=10 circuits/Dispatch/TN(%)   | Res                   | 27.78%          | 18            |  |                |                       |                   |         |        |
| A.2.12.1.2.2                 | P-9        | Residence/>=10 circuits/Non-Dispatch/TN(%)   | Res                   | . ===:          |               |  |                |                       |                   |         | \/=0   |
| A.2.12.2.1.1                 | P-9        | Business/<10 circuits/Dispatch/TN(%)   | Bus                   | 4.70%           | 8,044         | 3.92%  | 102            |                       | 0.02109           | 0.3688  | YES    |
| A.2.12.2.1.2                 | P-9        | Business/<10 circuits/Non-Dispatch/TN(%)   | Bus                   | 4.38%           | 12,264        | 4.70%  | 298            |                       | 0.01200           | -0.2662 | YES    |
| A.2.12.2.2.1<br>A.2.12.2.2.2 | P-9<br>P-9 | Business/>=10 circuits/Dispatch/TN(%) Business/>=10 circuits/Non-Dispatch/TN(%)      | Bus<br>Bus            | 5.41%<br>0.00%  | 74<br>2       |  |                |                       |                   |         |        |
| A.2.12.2.2.2<br>A.2.12.3.1.1 | P-9        | Design (Specials)/<10 circuits/Dispatch/TN(%)  | Design                | 2.98%           | 1,710         | 0.65%  | 155            |                       | 0.01427           | 1.6380  | YES    |
| A.2.12.3.1.2                 | P-9        | Design (Specials)/<10 circuits/Non-Dispatch/TN(%)                                    | Design                | 2.33%           | 43            | 0.00%  | 1              |                       | 0.15246           | 0.1525  | YES    |
| A.2.12.3.2.1                 | P-9        | Design (Specials)/>=10 circuits/Dispatch/TN(%)                                       | Design                | 0.00%           | 4             | 0.0070   |                |                       | 0.102.10          | 0.1020  |        |
| A.2.12.3.2.2                 | P-9        | Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)                                   | Design                | 0.0070          | •             |  |                |                       |                   |         |        |
| A.2.12.4.1.1                 | P-9        | PBX/<10 circuits/Dispatch/TN(%)  | PBX                   | 0.00%           | 60            |  |                |                       |                   |         |        |
| A.2.12.4.1.2                 | P-9        | PBX/<10 circuits/Non-Dispatch/TN(%)  | PBX                   | 0.64%           | 157           | 0.00%  | 4              |                       | 0.04028           | 0.1581  | YES    |
| A.2.12.4.2.1                 | P-9        | PBX/>=10 circuits/Dispatch/TN(%)   | PBX                   | 0.00%           | 1             |  |                |                       |                   |         |        |
| A.2.12.4.2.2                 | P-9        | PBX/>=10 circuits/Non-Dispatch/TN(%)   | PBX                   | 0.00%           | 20            | 0.00%  | 2              |                       | 0.00000           |         | YES    |
| A.2.12.5.1.1                 | P-9        | Centrex/<10 circuits/Dispatch/TN(%)  | Centrex               | 0.93%           | 215           |  |                |                       |                   |         |        |
| A.2.12.5.1.2                 | P-9        | Centrex/<10 circuits/Non-Dispatch/TN(%)  | Centrex               | 0.18%           | 560           |  |                |                       |                   |         |        |
| A.2.12.5.2.1                 | P-9        | Centrex/>=10 circuits/Dispatch/TN(%)   | Centrex               | 0.00%           | 14            |  |                |                       |                   |         |        |
| A.2.12.5.2.2                 | P-9        | Centrex/>=10 circuits/Non-Dispatch/TN(%)   | Centrex               | 0.00%           | 27            |  |                |                       |                   |         | \/=0   |
| A.2.12.6.1.1                 | P-9        | ISDN/<10 circuits/Dispatch/TN(%)   | ISDN                  | 3.46%           | 896           | 0.00%  | 3              |                       | 0.10569           | 0.3273  | YES    |
| A.2.12.6.1.2                 | P-9<br>P-9 | ISDN/<10 circuits/Non-Dispatch/TN(%)   | ISDN<br>ISDN          | 0.34%<br>33.33% | 891           | 0.00%  | 11             |                       | 0.01757           | 0.1916  | YES    |
| A.2.12.6.2.1<br>A.2.12.6.2.2 | P-9<br>P-9 | ISDN/>=10 circuits/Dispatch/TN(%) ISDN/>=10 circuits/Non-Dispatch/TN(%)              | ISDN                  | 0.00%           | 3<br>12       |  |                |                       |                   |         |        |
| 7                            |            |  | 10514                 | 0.0070          | 12            | <u>l</u>   |                |                       |                   |         |        |
| A.2.14.1.1.1                 |            | e Completion Notice Interval - Mechanized  Residence/<10 circuits/Dispatch/TN(hours) | Res                   | 0.99            | 13,725        | 0.38   | 522            | 6.786                 | 0.30261           | 2.0374  | YES    |
| A.2.14.1.1.1<br>A.2.14.1.1.2 | P-5<br>P-5 | Residence/<10 circuits/Dispatch/TN(hours)  | Res                   | 1.27            | 246,378       | 0.36   | 10,415         | 5.659                 | 0.05661           | 8.4513  | YES    |
| A.2.14.1.2.1                 | P-5        | Residence/>=10 circuits/Noi-Dispatch/TN(hours)                                       | Res                   | 0.02            | 13            | 0.02   | 10,413         | 0.014                 | 0.03001           | 0.3200  | YES    |
| A.2.14.1.2.2                 | P-5        | Residence/>=10 circuits/Non-Dispatch/TN(hours)                                       | Res                   | 0.02            | 10            | 0.02   |                | 0.014                 | 0.01442           | 0.0200  | 120    |
| A.2.14.2.1.1                 | P-5        | Business/<10 circuits/Dispatch/TN(hours)   | Bus                   | 2.42            | 4,118         | 1.78   | 117            | 17.181                | 1.61078           | 0.3920  | YES    |
| A.2.14.2.1.2                 | P-5        | Business/<10 circuits/Non-Dispatch/TN(hours)   | Bus                   | 1.53            | 11,287        | 0.60   | 298            | 11.988                | 0.70358           | 1.3318  | YES    |
| A.2.14.2.2.1                 | P-5        | Business/>=10 circuits/Dispatch/TN(hours)  | Bus                   | 6.18            | 55            |  |                | 38.259                |                   |         |        |
| A.2.14.2.2.2                 | P-5        | Business/>=10 circuits/Non-Dispatch/TN(hours)  | Bus                   | 0.75            | 2             | 0.33   | 1              | 0.042                 | 0.05193           | 8.0879  | YES    |
| A.2.14.3.1.1                 | P-5        | Design (Specials)/<10 circuits/Dispatch/TN(hours)                                    | Design                | 171.20          | 736           |  |                | 436.589               |                   |         |        |
| A.2.14.3.1.2                 | P-5        | Design (Specials)/<10 circuits/Non-Dispatch/TN(hours)                                | Design                | 57.41           | 30            |  |                | 117.662               |                   |         |        |
| A.2.14.3.2.1                 | P-5        | Design (Specials)/>=10 circuits/Dispatch/TN(hours)                                   | Design                |                 |               |  |                |                       |                   |         |        |
| A.2.14.3.2.2                 | P-5        | Design (Specials)/>=10 circuits/Non-Dispatch/TN(hours)                               | Design                |                 |               |  |                |                       |                   |         |        |
| A.2.14.4.1.1                 | P-5        | PBX/<10 circuits/Dispatch/TN(hours)  | PBX                   | 25.94           | 30            | 0.00   |                | 59.041                | 00.00010          | 0.0101  | \/E2   |
| A.2.14.4.1.2                 | P-5        | PBX/<10 circuits/Non-Dispatch/TN(hours)  | PBX                   | 13.82           | 130           | 0.28   | 2              | 54.873                | 39.09812          | 0.3464  | YES    |
| A.2.14.4.2.1<br>A.2.14.4.2.2 | P-5<br>P-5 | PBX/>=10 circuits/Dispatch/TN(hours)   | PBX<br>PBX            | 2.00            | 30            |  |                | 6.743                 |                   |         |        |
| A.2.14.4.2.2<br>A.2.14.5.1.1 | P-5<br>P-5 | PBX/>=10 circuits/Non-Dispatch/TN(hours)  Centrex/<10 circuits/Dispatch/TN(hours)    | Centrex               | 9.37            | 255           | <del>                                     </del> |                | 41.751                |                   |         |        |
| A.2.14.5.1.1<br>A.2.14.5.1.2 | P-5<br>P-5 | Centrex/<10 circuits/Dispatch/TN(hours)  Centrex/<10 circuits/Non-Dispatch/TN(hours) | Centrex               | 9.37<br>8.25    | 255<br>446    | <del>                                     </del> |                | 60.451                |                   |         |        |
| A.2.14.5.1.2<br>A.2.14.5.2.1 | P-5        | Centrex/>=10 circuits/Non-Dispatch/TN(hours)   | Centrex               | 0.13            | 446           | <del>                                     </del> |                | 0.225                 |                   |         |        |
| A.2.14.5.2.1                 | P-5        | Centrex/>=10 circuits/Non-Dispatch/TN(hours)   | Centrex               | 6.95            | 20            |  |                | 24.610                |                   |         |        |
|                              | <u> </u>   | Tomostor Diopators (Titledio)  | Controx               | 0.00            |               |  |                | 010                   |                   |         |        |

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|                              | ı enr        | iessee, August 2001  | Benchmark /              | BST     | BST    | CLEC         | CLEC   | Standard  | Standard  |        |            |
|------------------------------|--------------|--|--------------------------|---------|--------|--------------|--------|-----------|-----------|--------|------------|
|                              |              |  | Analog                   | Measure | Volume | Measure      | Volume | Deviation | Error     | ZScore | Equity     |
|                              |              |  | _                        |         |        |              |        |           |           |        |            |
| A.2.14.6.1.1                 | P-5          | ISDN/<10 circuits/Dispatch/TN(hours)   | ISDN                     | 58.52   | 404    |              |        | 121.124   |           |        |            |
| A.2.14.6.1.2                 | P-5          | ISDN/<10 circuits/Non-Dispatch/TN(hours)   | ISDN                     | 122.29  | 577    | 0.02         | 1      | 445.162   | 445.54769 | 0.2744 | YES        |
| A.2.14.6.2.1                 | P-5          | ISDN/>=10 circuits/Dispatch/TN(hours)  | ISDN                     |         |        |              |        |           |           |        |            |
| A.2.14.6.2.2                 | P-5          | ISDN/>=10 circuits/Non-Dispatch/TN(hours)  | ISDN                     | 0.70    | 17     |              |        | 0.560     |           |        |            |
|                              | Averag       | ge Completion Notice Interval - Non-Mechanized   | _                        |         |        |              |        |           |           |        | <u>.</u>   |
| A.2.15.1.1.1                 | P-5          | Residence/<10 circuits/Dispatch/TN(hours)  | Diagnostic               |         |        | 25.90        | 14     |           |           |        | Diagnostic |
| A.2.15.1.1.1<br>A.2.15.1.1.2 | P-5          | Residence/<10 circuits/Non-Dispatch/TN(hours)  | Diagnostic               |         |        | 15.64        | 44     |           |           |        | Diagnostic |
| A.2.15.1.1.2<br>A.2.15.1.2.1 | P-5          | Residence/>=10 circuits/Non-Dispatch/TN(hours)   |                          |         |        | 15.04        | 44     |           |           |        | Diagnostic |
| A.2.15.1.2.1<br>A.2.15.1.2.2 | P-5<br>P-5   | Residence/>=10 circuits/Dispatch/TN(hours)  Residence/>=10 circuits/Non-Dispatch/TN(hours) | Diagnostic               |         |        |              |        |           |           |        |            |
|                              |              |  | Diagnostic               |         |        | 24.73        | 18     |           |           |        | Diagnostic |
| A.2.15.2.1.1                 | P-5          | Business/<10 circuits/Dispatch/TN(hours)   | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.15.2.1.2                 | P-5          | Business/<10 circuits/Non-Dispatch/TN(hours)   | Diagnostic               |         |        | 15.07        | 134    |           |           |        | Diagnostic |
| A.2.15.2.2.1                 | P-5          | Business/>=10 circuits/Dispatch/TN(hours)  | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.15.2.2.2                 | P-5          | Business/>=10 circuits/Non-Dispatch/TN(hours)  | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.15.3.1.1                 | P-5          | Design (Specials)/<10 circuits/Dispatch/TN(hours)  | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.15.3.1.2                 | P-5          | Design (Specials)/<10 circuits/Non-Dispatch/TN(hours)                                      | Diagnostic               |         |        | 145.79       | 2      |           |           |        | Diagnostic |
| A.2.15.3.2.1                 | P-5          | Design (Specials)/>=10 circuits/Dispatch/TN(hours)   | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.15.3.2.2                 | P-5          | Design (Specials)/>=10 circuits/Non-Dispatch/TN(hours)                                     | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.15.4.1.1                 | P-5          | PBX/<10 circuits/Dispatch/TN(hours)  | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.15.4.1.2                 | P-5          | PBX/<10 circuits/Non-Dispatch/TN(hours)  | Diagnostic               |         |        | 37.08        | 5      |           |           |        | Diagnostic |
| A.2.15.4.2.1                 | P-5          | PBX/>=10 circuits/Dispatch/TN(hours)   | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.15.4.2.2                 | P-5          | PBX/>=10 circuits/Non-Dispatch/TN(hours)   | Diagnostic               |         |        | 14.00        | 5      |           |           |        | Diagnostic |
| A.2.15.5.1.1                 | P-5          | Centrex/<10 circuits/Dispatch/TN(hours)  | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.15.5.1.2                 | P-5          | Centrex/<10 circuits/Non-Dispatch/TN(hours)  | Diagnostic               |         |        | 14.00        | 1      |           |           |        | Diagnostic |
| A.2.15.5.2.1                 | P-5          | Centrex/>=10 circuits/Dispatch/TN(hours)   | Diagnostic               |         |        | 36.98        | 1      |           |           |        | Diagnostic |
| A.2.15.5.2.2                 | P-5          | Centrex/>=10 circuits/Non-Dispatch/TN(hours)   | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.15.6.1.1                 | P-5          | ISDN/<10 circuits/Dispatch/TN(hours)   | Diagnostic               |         |        | 61.42        | 1      |           |           |        | Diagnostic |
| A.2.15.6.1.2                 | P-5          | ISDN/<10 circuits/Non-Dispatch/TN(hours)   | Diagnostic               |         |        | 22.93        | 10     |           |           |        | Diagnostic |
| A.2.15.6.2.1                 | P-5          | ISDN/>=10 circuits/Dispatch/TN(hours)  | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.15.6.2.2                 | P-5          | ISDN/>=10 circuits/Non-Dispatch/TN(hours)  | Diagnostic               |         |        | 14.00        | 1      |           |           |        | Diagnostic |
|                              | Total        | Service Order Cycle Time - Mechanized  | <del>-</del>             |         |        |              |        |           |           |        | -          |
| 0.047444                     | P-10         | Residence/<10 circuits/Dispatch/TN(days)   | 7 Di                     |         |        | F 07         | 390    |           |           |        | Disessetia |
| A.2.17.1.1.1                 | P-10         | Residence/<10 circuits/Dispatch/TN(days)  Residence/<10 circuits/Non-Dispatch/TN(days)     | Diagnostic               |         |        | 5.67<br>0.88 | 8.782  |           |           |        | Diagnostic |
| A.2.17.1.1.2                 | P-10<br>P-10 | Residence/>10 circuits/Non-Dispatch/TN(days)  Residence/>=10 circuits/Dispatch/TN(days)    | Diagnostic               |         |        | 8.00         |        |           |           |        | Diagnostic |
| A.2.17.1.2.1                 |              |  | Diagnostic               |         |        | 8.00         | 1      |           |           |        | Diagnostic |
| A.2.17.1.2.2                 | P-10         | Residence/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        | 0.40         | 50     |           |           |        | Diagnostic |
| A.2.17.2.1.1                 | P-10         | Business/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        | 2.43         | 50     |           |           |        | Diagnostic |
| A.2.17.2.1.2                 | P-10         | Business/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        | 0.78         | 156    |           |           |        | Diagnostic |
| A.2.17.2.2.1                 | P-10         | Business/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.17.2.2.2                 | P-10         | Business/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.17.3.1.1                 | P-10         | Design (Specials)/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.17.3.1.2                 | P-10         | Design (Specials)/<10 circuits/Non-Dispatch/TN(days)                                       | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.17.3.2.1                 | P-10         | Design (Specials)/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.17.3.2.2                 | P-10         | Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)                                      | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.17.4.1.1                 | P-10         | PBX/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.17.4.1.2                 | P-10         | PBX/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.17.4.2.1                 | P-10         | PBX/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.17.4.2.2                 | P-10         | PBX/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.17.5.1.1                 | P-10         | Centrex/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.17.5.1.2                 | P-10         | Centrex/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.17.5.2.1                 | P-10         | Centrex/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.17.5.2.2                 | P-10         | Centrex/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.17.6.1.1                 | P-10         | ISDN/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.17.6.1.2                 | P-10         | ISDN/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.17.6.2.1                 | P-10         | ISDN/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| A.2.17.6.2.2                 | P-10         | ISDN/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
|                              | Total 9      | Service Order Cycle Time - Partially Mechanized  |                          |         |        |              |        |           |           |        | _          |
| A.2.18.1.1.1                 | P-10         | Residence/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        | 4.66         | 46     |           |           | _      | Diagnostic |
| A.2.18.1.1.1<br>A.2.18.1.1.2 | P-10         | Residence/<10 circuits/Dispatch/TN(days)  Residence/<10 circuits/Non-Dispatch/TN(days)     | Diagnostic<br>Diagnostic |         |        | 1.34         | 1,079  |           |           |        | Diagnostic |
| A.2.18.1.2.1                 | P-10         | Residence/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        | 1.54         | 1,070  |           |           |        | Diagnostic |
| A.2.18.1.2.1<br>A.2.18.1.2.2 | P-10         | Residence/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |
| n.2.10.1.2.2                 | F-10         | Inconvenient - 10 oneunomon-pispanon/miquays)  | Diagnostic               |         |        |              |        |           |           |        | Diagnostic |

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|                              |   | Analog                   | Measure | Volume | Measure | Volume   | Deviation | Error | ZScore | Equity     |
|------------------------------|---|--------------------------|---------|--------|---------|----------|-----------|-------|--------|------------|
| 1010011                      | P-10 Business/<10 circuits/Dispatch/TN(days)  | Diamantia                |         |        | 2.03    | 30       |           |       |        | Diagnostic |
| A.2.18.2.1.1<br>A.2.18.2.1.2 | P-10 Business/<10 circuits/Dispatch/TN(days) P-10 Business/<10 circuits/Non-Dispatch/TN(days) | Diagnostic<br>Diagnostic |         |        | 1.28    | 116      |           |       |        | Diagnostic |
| A.2.18.2.2.1                 | P-10 Business/>=10 circuits/Noiredispatch/TN(days)  | Diagnostic               |         |        | 1.20    | 110      |           |       |        | Diagnostic |
| A.2.18.2.2.2                 | P-10 Business/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        | 1.00    | 1        |           |       |        | Diagnostic |
| A.2.18.3.1.1                 | P-10 Design (Specials)/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        | 1.00    | <u> </u> |           |       |        | Diagnostic |
| A.2.18.3.1.2                 | P-10 Design (Specials)/<10 circuits/Non-Dispatch/TN(days)                                     | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.18.3.2.1                 | P-10 Design (Specials)/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.18.3.2.2                 | P-10 Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)                                    | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.18.4.1.1                 | P-10 PBX/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.18.4.1.2                 | P-10 PBX/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        | 6.50    | 2        |           |       |        | Diagnostic |
| A.2.18.4.2.1                 | P-10 PBX/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.18.4.2.2                 | P-10 PBX/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.18.5.1.1                 | P-10 Centrex/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.18.5.1.2                 | P-10 Centrex/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.18.5.2.1                 | P-10 Centrex/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.18.5.2.2                 | P-10 Centrex/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.18.6.1.1                 | P-10 ISDN/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.18.6.1.2                 | P-10 ISDN/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        | 5.00    | 1        |           |       |        | Diagnostic |
| A.2.18.6.2.1                 | P-10 ISDN/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.18.6.2.2                 | P-10 ISDN/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
|                              | Total Service Order Cycle Time - Non-Mechanized   |                          |         |        |         |          |           |       |        |            |
| A.2.19.1.1.1                 | P-10 Residence/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        | 4.09    | 11       |           |       |        | Diagnostic |
| A.2.19.1.1.2                 | P-10 Residence/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        | 2.92    | 36       |           |       |        | Diagnostic |
| A.2.19.1.2.1                 | P-10 Residence/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.19.1.2.2                 | P-10 Residence/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.19.2.1.1                 | P-10 Business/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        | 4.85    | 13       |           |       |        | Diagnostic |
| A.2.19.2.1.2                 | P-10 Business/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        | 2.83    | 69       |           |       |        | Diagnostic |
| A.2.19.2.2.1                 | P-10 Business/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.19.2.2.2                 | P-10 Business/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.19.3.1.1                 | P-10 Design (Specials)/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.19.3.1.2                 | P-10 Design (Specials)/<10 circuits/Non-Dispatch/TN(days)                                     | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.19.3.2.1                 | P-10 Design (Specials)/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.19.3.2.2                 | P-10 Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)                                    | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.19.4.1.1                 | P-10 PBX/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.19.4.1.2                 | P-10 PBX/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        | 4.00    | 2        |           |       |        | Diagnostic |
| A.2.19.4.2.1                 | P-10 PBX/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.19.4.2.2                 | P-10 PBX/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        | 3.00    | 5        |           |       |        | Diagnostic |
| A.2.19.5.1.1                 | P-10 Centrex/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.19.5.1.2                 | P-10 Centrex/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        | 4.00    | 1        |           |       |        | Diagnostic |
| A.2.19.5.2.1                 | P-10 Centrex/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        | 0.33    | 1        |           |       |        | Diagnostic |
| A.2.19.5.2.2                 | P-10 Centrex/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.19.6.1.1                 | P-10 ISDN/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        | 15.00   | 1        |           |       |        | Diagnostic |
| A.2.19.6.1.2                 | P-10 ISDN/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        | 5.00    | 6        |           |       |        | Diagnostic |
| A.2.19.6.2.1                 | P-10 ISDN/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.19.6.2.2                 | P-10 ISDN/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        | 3.00    | 1        |           |       |        | Diagnostic |
|                              | Total Service Order Cycle Time (offered) - Mechanized   |                          |         |        |         |          |           |       |        |            |
| A.2.21.1.1.1                 | P-10 Residence/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        | 5.71    | 382      |           |       |        | Diagnostic |
| A.2.21.1.1.2                 | P-10 Residence/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        | 0.90    | 3,871    |           |       |        | Diagnostic |
| A.2.21.1.2.1                 | P-10 Residence/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        | 8.00    | 1        |           |       |        | Diagnostic |
| A.2.21.1.2.2                 | P-10 Residence/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.21.2.1.1                 | P-10 Business/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        | 2.43    | 50       |           |       |        | Diagnostic |
| A.2.21.2.1.2                 | P-10 Business/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        | 0.77    | 149      |           |       |        | Diagnostic |
| A.2.21.2.2.1                 | P-10 Business/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.21.2.2.2                 | P-10 Business/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.21.3.1.1                 | P-10 Design (Specials)/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.21.3.1.2                 | P-10 Design (Specials)/<10 circuits/Non-Dispatch/TN(days)                                     | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.21.3.2.1                 | P-10 Design (Specials)/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.21.3.2.2                 | P-10 Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)                                    | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |
| A.2.21.4.1.1                 | P-10 PBX/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic |

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|--|--------------|---|------------|----------|------|-----|-----------------|------|---------|
| A221.5.12   7.00   PROCESS   Diagnoses     | A.2.21.4.1.2 | P-10 PBX/<10 circuits/Non-Dispatch/TN(days)                     | Diagnostic |          |      |     |                 | Diag | gnostic |
| A2215.12   #10   | A.2.21.4.2.1 | P-10 PBX/>=10 circuits/Dispatch/TN(days)                        | Diagnostic |          |      |     |                 |      |         |
| A2215.12   P.1   | A.2.21.4.2.2 | P-10 PBX/>=10 circuits/Non-Dispatch/TN(days)                    | Diagnostic |          |      |     |                 | Diag | gnostic |
| A2216.22   Fig.   Common-10 crassists   Co   | A.2.21.5.1.1 |   | Diagnostic |          |      |     |                 | Diag | gnostic |
| A221.6.12   Fig.   |              |   | Diagnostic |          |      |     |                 |      |         |
| A.2.2.6.1.1   Fig.   SDR-VCC orrust/Depart/Tife(eys)   Disposes    | A.2.21.5.2.1 |   | Diagnostic |          |      |     |                 |      |         |
| A 2 2   A 2   B   B   B   B   B   B   B   B   B  |              |   |            |          |      |     |                 |      |         |
| A2216.22   Eq.   |              |   |            |          |      |     |                 |      |         |
| A 2 2   2   10     ISDN-10 circuitsNon-Disposit*Nickys)   Daynosis   Daynosis  |              |   |            |          |      |     |                 |      |         |
| Total Services Order Cycle Time (effered) - Partially Mechanized   |              |   |            |          |      |     |                 |      |         |
| A 2.22.1.1.1   1-10   Residence of 10 conclus Dispatch TN (days)   Dispansis   1.23   9.23   Dispansis   1.23   P.23   Dispansis   1.23   P.23   Dispansis   1.23   P.23   Dispansis   1.23   P.23   Dispansis   Dispansis   1.23   P.23   Dispansis   Dispansis   1.23   P.23   Dispansis   Dispansis   Dispansis   Dispansis   1.23   P.23   Dispansis   Dispans   | A.2.21.6.2.2 | P-10  ISDN/>=10 circuits/Non-Dispatch/TN(days)                  | Diagnostic |          |      |     |                 | Diag | gnostic |
| A 2.22   1.2   P.10   Residence   Designostic   Disgnostic   P.10   Residence   Designostic   Disgnostic   Di |              | Total Service Order Cycle Time (offered) - Partially Mechanized |            |          |      |     |                 |      |         |
| A 2 22   12   F-10   Residence - 10 cross/Bropach/TN(days)   | A.2.22.1.1.1 | P-10 Residence/<10 circuits/Dispatch/TN(days)                   | Diagnostic |          | 4.58 | 44  |                 | Diag | gnostic |
| A 2.22   1.2   F-10   Residence's -1 Granus/Bropack/TN(days)   Dagnostic   Dagnostic   Dagnostic   A 2.22   1.2   F-10   Residence's -1 Granus/Bropack/TN(days)   Dagnostic    |              | P-10 Residence/<10 circuits/Non-Dispatch/TN(days)               |            |          | 1.23 | 923 |                 | Diag | gnostic |
| A.2.22.1.1   | A.2.22.1.2.1 | P-10 Residence/>=10 circuits/Dispatch/TN(days)                  |            |          |      |     |                 | Diag | gnostic |
| A.222.2.12   P-10   Guinnest-C   Circulat Non-Departor/Tri(days)   Diagnostic   D   | A.2.22.1.2.2 | P-10 Residence/>=10 circuits/Non-Dispatch/TN(days)              | Diagnostic |          |      |     |                 | Diag | gnostic |
| A 222 2.2   A 2 2 2.2   A 2 2 2.2   A 2 2 2.2   A 2 2 2.2   A 2.2      | A.2.22.2.1.1 | P-10 Business/<10 circuits/Dispatch/TN(days)                    | Diagnostic |          | 2.03 | 30  |                 | Diag | gnostic |
| A.2.2.2.1.2  | A.2.22.2.1.2 | P-10 Business/<10 circuits/Non-Dispatch/TN(days)                | Diagnostic |          | 1.30 | 109 |                 | Diag | gnostic |
| A.22.3.1.1   P-10   Design (Specialist)-10 circuis/Depart/TN(days)   Deposite   Deposi   | A.2.22.2.2.1 | P-10 Business/>=10 circuits/Dispatch/TN(days)                   | Diagnostic |          |      |     |                 | Diag | gnostic |
| A.22.3.1.1   | A.2.22.2.2.2 | P-10 Business/>=10 circuits/Non-Dispatch/TN(days)               | Diagnostic |          | 1.00 | 1   |                 | Diag | gnostic |
| A.2.2.3.1.1   P-10   Design (Specials) >= 10 circuits/Dispatch/TN(days)   Diagnostic   Diagnos   | A.2.22.3.1.1 | P-10 Design (Specials)/<10 circuits/Dispatch/TN(days)           | Diagnostic |          |      |     |                 | Diag | gnostic |
| A.2.23.2.1   | A.2.22.3.1.2 | P-10 Design (Specials)/<10 circuits/Non-Dispatch/TN(days)       | Diagnostic |          |      |     |                 | Diag | gnostic |
| A.2.2.4.1.1  |              |   | Diagnostic |          |      |     |                 |      |         |
| A.2.2.4.1.2  |              |   | Diagnostic |          |      |     |                 | Diag | gnostic |
| A.22.4.2.1   P-10   PBX/> = 10 crisus/Pospatch/TN(days)   Diagnostic   |              |   | Diagnostic |          |      |     |                 |      |         |
| A 2.22.4.2.2 P-10 PRX/s=10 circuits/Non-Dispatch/TM(days) Diagnostic Diagnost |              |   | Diagnostic |          | 6.50 | 2   |                 |      |         |
| A 2.22.5.1.1 P-10 Centrex/s-10 circuits/Dispatch/TN(days) Diagnostic Diagnost |              |   | Diagnostic |          |      |     |                 |      |         |
| A 222.5.1.2   P-10   Centrax/~10 (circuits/Non-Dispatch/TN(days)   Diagnostic   D   |              |   | Diagnostic |          |      |     |                 |      |         |
| A 222.5.2.1  |              |   | Diagnostic |          |      |     |                 |      |         |
| A.2.22.5.1.2         P.10         Centrex/b=10 circuitsNon-Dispatch/TN(days)         Diagnostic Diagnos  |              |   |            |          |      |     |                 |      |         |
| A. 2.2.6.1.1   |              |   |            |          |      |     |                 |      |         |
| A.2.2.6.1.2  |              |   |            |          |      |     |                 |      |         |
| A. 2.2 6. 2.1         P-10         ISDN/>=10 circuits/Dispatch/TN(days)         Diagnostic           P-10         ISDN/>=10 circuits/Non-Dispatch/TN(days)         Diagnostic           A. 2.3.1.1.1         P-10         Residence/         10 circuits/Non-Dispatch/TN(days)           A. 2.3.1.1.2         P-10         Residence/         10 circuits/Non-Dispatch/TN(days)           A. 2.2.3.1.2.1         P-10         Residence/         10 circuits/Non-Dispatch/TN(days)           A. 2.2.3.1.2.2         P-10         Residence/         10 circuits/Non-Dispatch/TN(days)           A. 2.2.3.1.2.1         P-10         Residence/         10 circuits/Non-Dispatch/TN(days)           A. 2.2.3.1.2.1         P-10         Residence/         10 circuits/Non-Dispatch/TN(days)           A. 2.2.3.1.2.1         P-10         Residence/         10 circuits/Non-Dispatch/TN(days)           Diagnostic         A. 2.2.3.1.2         P-10         Residence/         10 circuits/Non-Dispatch/TN(days)           Diagnostic         A. 2.2.3.1.2         P-10         Business/         10 circuits/Non-Dispatch/TN(days)           A. 2.2.3.2.1.2         P-10         Business/         10 circuits/Non-Dispatch/TN(days)         Diagnostic           A. 2.2.3.2.1.2         P-10         Business/         10 circuits/Non-Dispatch/TN(days)         Diagnostic  |              |   |            |          |      |     |                 |      |         |
| A 2 2 2 6 . 2   P-10   ISDN'≥ 10 circuits/Non-Dispatch/TN(days)   Diagnostic   |              |   |            |          | 5.00 | 1   |                 |      |         |
| Total Service Order Cycle Time (offered) - Non-Mechanized  |              |   |            |          |      |     |                 |      |         |
| A.2.23.1.1.1         P-10         Residence/<10 circuits/Dispatch/TN(days)   | A.2.22.6.2.2 | P-10 ISDN/>=10 circuits/Non-Dispatch/TN(days)                   | Diagnostic |          |      |     |                 | Diag | gnostic |
| A.2.23.1.1.2         P-10         Residence/>=10 circuits/Non-Dispatch/TN(days)         Diagnostic           A.2.23.1.2.1         P-10         Residence/>=10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.1.2.2         P-10         Residence/>=10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.2.1.1         P-10         Business/=10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.2.1.2         P-10         Business/=10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.2.2.1         P-10         Business/=10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.2.2.2         P-10         Business/>=10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.2.2.2         P-10         Business/>=10 circuits/Non-Dispatch/TN(days)         Diagnostic           A.2.23.3.2.1         P-10         Design (Specials)/<10 circuits/Non-Dispatch/TN(days)   |              | Total Service Order Cycle Time (offered) - Non-Mechanized       |            |          |      |     |                 |      |         |
| A.2.23.1.2.1         P-10         Residence/>=10 circuits/Non-Dispatch/TN(days)         Diagnostic           A.2.23.1.2.1         P-10         Residence/>=10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.1.2.2         P-10         Residence/>=10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.2.1.1         P-10         Business/=10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.2.1.2         P-10         Business/=10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.2.2.1         P-10         Business/>=10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.2.2.1         P-10         Business/>=10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.2.2.1         P-10         Business/>=10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.3.1.1         P-10         Design (Specials)/=10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.3.1.2         P-10         Design (Specials)/=10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.3.1.2         P-10         Design (Specials)/=10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.3.1.1         P-10         Design (Specials)/=10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.2.2.2         P-10         Design (Specials)/=10 circuits/Dispatch/TN(days)<   | A.2.23.1.1.1 | P-10 Residence/<10 circuits/Dispatch/TN(days)                   | Diagnostic |          | 4.11 | 9   |                 | Diag | gnostic |
| A.2.23.1.2.2         P-10         Residence/s=10 circuits/Non-Dispatch/TN(days)         Diagnostic           A.2.23.2.1.1         P-10         Business/c10 circuits/Non-Dispatch/TN(days)         Diagnostic           A.2.23.2.1.2         P-10         Business/c10 circuits/Non-Dispatch/TN(days)         Diagnostic           A.2.23.2.2.2         P-10         Business/c-10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.2.2.2         P-10         Business/c-10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.3.1.1         P-10         Design (Specials)/c-10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.3.1.2         P-10         Design (Specials)/c-10 circuits/Non-Dispatch/TN(days)         Diagnostic           A.2.23.3.2.1         P-10         Design (Specials)/c-10 circuits/Non-Dispatch/TN(days)         Diagnostic           A.2.23.3.2.1         P-10         Design (Specials)/c-10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.3.2.2         P-10         Design (Specials)/c-10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.4.1.2         P-10         Design (Specials)/c-10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.4.1.2         P-10         PBX/c-10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.4.2.1         P-10         PBX/c-10 circuits/   | A.2.23.1.1.2 | P-10 Residence/<10 circuits/Non-Dispatch/TN(days)               | Diagnostic |          | 2.00 | 29  |                 | Diag | gnostic |
| A.2.23.2.1.1       P-10       Business/<10 circuits/Dispatch/TN(days)  | A.2.23.1.2.1 | P-10 Residence/>=10 circuits/Dispatch/TN(days)                  |            |          |      |     |                 | Diag | gnostic |
| A.2.23.2.1.2   P-10   Business/<10 circuits/Non-Dispatch/TN(days)   Diagnostic      | A.2.23.1.2.2 | P-10 Residence/>=10 circuits/Non-Dispatch/TN(days)              | Diagnostic |          |      |     |                 | Diag | gnostic |
| A.2.23.2.2.1       P-10       Business/>=10 circuits/Dispatch/TN(days)       Diagnostic         A.2.23.2.2.2       P-10       Business/>=10 circuits/Non-Dispatch/TN(days)       Diagnostic         A.2.23.3.1.1       P-10       Design (Specials)/<=10 circuits/Non-Dispatch/TN(days)  | A.2.23.2.1.1 | P-10 Business/<10 circuits/Dispatch/TN(days)                    | Diagnostic |          | 4.85 | 13  |                 | Diag | gnostic |
| A.2.23.2.2.1       P-10       Business/>=10 circuits/Dispatch/TN(days)       Diagnostic         A.2.23.2.1.2       P-10       Design (Specials)/<10 circuits/Non-Dispatch/TN(days)   |              |   | Diagnostic |          | 2.82 | 68  |                 |      |         |
| A.2.23.3.1.1   P-10   Design (Specials)/<10 circuits/Dispatch/TN(days)   Diagnostic   Diagnost   |              |   |            |          |      |     |                 |      |         |
| A.2.23.3.1.2   |              |   | Diagnostic |          |      |     |                 |      |         |
| A.2.23.3.2.1         P-10         Design (Specials)/>=10 circuits/Dispatch/TN(days)         Diagnostic           A.2.23.4.2.2         P-10         Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)         Diagnostic           A.2.23.4.1.1         P-10         PBX/<-10 circuits/Dispatch/TN(days)  | A.2.23.3.1.1 |   | Diagnostic |          |      |     |                 | Diag | gnostic |
| A.2.23.3.2.2   P-10   Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)   Diagnostic   |              |   |            |          |      |     |                 |      |         |
| A.2.23.4.1.1       P-10       PBX/<10 circuits/Dispatch/TN(days)   |              |   | Diagnostic |          |      |     |                 | Diag | gnostic |
| A.2.23.4.1.2       P-10       PBX/<10 circuits/Non-Dispatch/TN(days)   |              |   | Diagnostic |          |      |     |                 |      |         |
| A.2.23.4.2.1       P-10       PBX/>=10 circuits/Dispatch/TN(days)       Diagnostic         A.2.23.4.2.2       P-10       PBX/>=10 circuits/Non-Dispatch/TN(days)       Diagnostic         A.2.23.5.1.1       P-10       Centrex/<01 circuits/Dispatch/TN(days)   |              |   |            |          |      |     |                 |      |         |
| A.2.23.4.2.2       P-10       PBX/>=10 circuits/Non-Dispatch/TN(days)       Diagnostic       3.00       4       Diagnostic         A.2.23.5.1.1       P-10       Centrex/<10 circuits/Dispatch/TN(days)  |              |   | Diagnostic |          | 4.00 | 1   |                 |      |         |
| A.2.23.5.1.1       P-10       Centrex/<10 circuits/Dispatch/TN(days)   |              |   |            |          |      |     |                 |      |         |
| A.2.23.5.1.2       P-10       Centrex/<10 circuits/Non-Dispatch/TN(days)   |              |   |            |          | 3.00 | 4   |                 |      |         |
| A.2.23.5.2.1       P-10       Centrex/>=10 circuits/Dispatch/TN(days)       Diagnostic       0.33       1       Diagnostic         A.2.23.5.2.2       P-10       Centrex/>=10 circuits/Non-Dispatch/TN(days)       Diagnostic       Diagnostic         A.2.23.6.1.1       P-10       ISDN/<10 circuits/Dispatch/TN(days)   |              |   |            |          |      |     |                 |      |         |
| A.2.23.5.2.2       P-10       Centrex/>=10 circuits/Non-Dispatch/TN(days)       Diagnostic         A.2.23.6.1.1       P-10       ISDN/<10 circuits/Dispatch/TN(days)   |              |   |            |          |      | 1   |                 |      |         |
| A.2.23.6.1.1 P-10  ISDN/<10 circuits/Dispatch/TN(days) Diagnostic 15.00 1 Diagnostic   |              |   |            |          | 0.33 | 1   |                 |      |         |
|  |              |   |            |          |      |     |                 |      |         |
| A.2.23.6.1.2 P-10  ISDN/<10 circuits/Non-Dispatch/TN(days) Diagnostic 5.40 5 Diagnostic  |              |   |            |          |      | 1   |                 |      |         |
|  | A.2.23.6.1.2 | P-10   ISDN/<10 circuits/Non-Dispatch/TN(days)                  | Diagnostic |          | 5.40 | 5   |                 | Diag | gnostic |

Benchmark /

Analog

BST

Measure

BST

Volume

CLEC

Measure

CLEC

Volume

Standard

Deviation

Standard

Error

ZScore

Equity

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| A 2 2 A 2 A 2 A 2 A 2 A 2 A 2 A 2 A 2  |              | Tennessee, August 2001                                  | Benchmark /<br>Analog | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore  | Equity     |
|--|--------------|---|-----------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|---------|------------|
| A 228.11   2   | A.2.23.6.2.1 |   | Diagnostic            |                |               |                 |                |                       |                   |         | Diagnostic |
| A 2.25.1.1   | A.2.23.6.2.2 | P-10 ISDN/>=10 circuits/Non-Dispatch/TN(days)           | Diagnostic            |                |               | 3.00            | 1              |                       |                   |         | Diagnostic |
| A.2.2.1.12   |              |   | _                     |                |               |                 |                |                       |                   |         |            |
| ### A.2.5.1.2   F.11   Resistance A. T. O GROUND ROBORT NO.   >> 95%   |              |   |                       |                |               |                 |                |                       |                   |         |            |
| ### A.2.9.2.12 P.11   Randerscent of Coronal Note Chapter (PMN)   >> 95%   |              |   |                       |                |               | 87.83%          | 641            |                       |                   |         | NO         |
| A 2,25,21.1  |              |   |                       |                |               |                 |                |                       |                   |         |            |
| A.2.25.2.12  |              |   |                       |                |               | 76 470/         | 17             |                       |                   |         | NO         |
| ### A 2.26   2.2   F.11   Bujantes   Control Report Print   September   Septem |              |   | <b>1</b>              |                |               |                 |                |                       |                   |         |            |
| ### A.2.6.2.1.1   Control Record (Control Reco |              |   |                       |                |               | 09.5470         | 3/3            |                       |                   |         | 140        |
| A.2.2.3.1.2  |              |   |                       |                |               | 75.00%          | 8              |                       |                   |         | NO         |
| A.2.2.3.1  |              |   |                       |                |               |                 |                |                       |                   |         |            |
| Resale - Maintenance and Repair  | A.2.25.3.1.2 | P-11 Design (Specials)/<10 circuits/Non-Dispatch/TN(%)  | >= 95%                |                |               | 100.00%         | 11             |                       |                   |         | YES        |
| Reside - Maintenance and Repair  |              |   |                       |                |               |                 |                |                       |                   |         |            |
| Missel Repair Appointments   Res   | A.2.25.3.2.2 | P-11 Design (Specials)/>=10 circuits/Non-Dispatch/TN(%) | >= 95%                |                |               |                 |                |                       |                   |         |            |
| Missel Repair Appointments   Res   |              |   |                       |                |               |                 |                |                       |                   |         | 1          |
| A3.1.1.1   MART.I   Residence Dispatch (TNI)(%)   Res   3.5%   27.271   3.99%   1.140   0.00772   4.1776   YES   A3.1.2.1   MART.I   Business Dispatch (TNI)(%)   Bus   2.2%   3.286   20.008%   5.95%   185   0.01812   0.2103   YES   A3.1.2.1   MART.I   Business Dispatch (TNI)(%)   Bus   2.2%   3.286   2.0.88%   91   0.01566   1.19123   NO   A3.1.3.1   MART.I   Design (Specials) (Design (Specials) (Dispatch (TNI)(%)   Design   0.49%   1.215   0.009%   9   0.02345   0.2106   YES   A3.1.3.2   MART.I   Design (Specials) (Design (Specials) (Dispatch (TNI)(%)   Design   0.49%   1.1215   0.009%   9   0.02345   0.2106   YES   A3.1.3.2   MART.I   Design (Specials) (Design (Specials) (Dispatch (TNI)(%)   Design   0.49%   1.186   0.00%   4   0.04100   0.1465   YES   A3.1.3.2   MART.I   DESIGN (Specials) (MART.I     |              | Resale - Maintenance and Repair                         |                       |                |               |                 |                |                       |                   |         |            |
| A3.1.1.2   MART.   ResidenceNon-DispatchTNN(s)   Bus   6.33%   7.466   5.95%   195   0.0019   YES  |              | Missed Repair Appointments                              | _                     |                |               |                 |                |                       |                   |         |            |
| A3.1.21   MART   Business/DispatchTNI(%)   Bus   E.33%   7.460   5.55%   185   0.01812   0.2103   YES  | A.3.1.1.1    |   |                       |                |               |                 |                |                       |                   |         |            |
| A3.1.2.2   MART.   BusinessNort-Dispatch/TN(%)   Design   0.49%   1.215   0.00%   9   0.02345   0.2108   NC  |              |   |                       |                |               |                 |                |                       |                   |         |            |
| A3.1.3.1   MAR-1   Design (Specialsy)DespatchTN(%)   Design   0.49%   1.215   0.00%   9   0.02345   0.2106   YES   A3.1.4.1   MAR-1   PEX/DispatchTN(%)   Design   0.67%   1.186   0.00%   4   0.04100   0.1645   YES   A3.1.4.1   MAR-1   PEX/DispatchTN(%)   PBX   11.54%   26   0.00%   1   0.00000   YES   A3.1.5.1   MAR-1   Centrex/DispatchTN(%)   PBX   0.00%   5   0.00%   1   0.00000   YES   A3.1.5.1   MAR-1   Centrex/DispatchTN(%)   Centrex   8.95%   570     A3.1.6.1   MAR-1   Centrex/DispatchTN(%)   Centrex   8.95%   570     A3.1.6.1   MAR-1   ISDN(DispatchTN(%)   SIDN   15.00%   5   0.00429   1.6357   YES   A3.1.6.1   MAR-1   ISDN(DispatchTN(%))   SIDN   15.00%   5   0.00%   5   0.16045   0.9349   YES   A3.2.1.1   MAR-2   Residence/DispatchTN(%)   Res   2.71%   1.962.700   3.05%   37.316   0.0008   4.0546   NO   A3.2.2.1   MAR-2   Residence/DispatchTN(%)   Res   1.39%   1.962.700   3.05%   37.316   0.0008   4.0546   NO   A3.2.2.2   MAR-2   Residence/DispatchTN(%)   Bus   0.69%   476.266   0.92%   9.920   0.00127   2.2517   NO   A3.2.2.2   MAR-2   Rusiness/DispatchTN(%)   Bus   0.69%   476.266   0.92%   9.920   0.0004   2.26986   NO   A3.2.3   MAR-2   Rusiness/DispatchTN(%)   Bus   0.69%   476.266   0.92%   9.920   0.0004   2.26986   NO   A3.2.4   MAR-2   Rusiness/DispatchTN(%)   Design   0.32%   381,436   0.39%   2.375   0.00116   0.5201   YES   A3.2.4   MAR-2   Rusiness/DispatchTN(%)   PBX   0.00%   5.9261   0.00%   7.01   0.00000   0.5513   YES   A3.2.4   MAR-2   Rusiness/DispatchTN(%)   PBX   0.00%   5.9261   0.00%   7.00   0.00500   0.5513   YES   A3.2.4   MAR-2   Rusiness/DispatchTN(%)   Res   0.00%   0.00%   0.00500   0.05513   YES   A3.2.6   MAR-2   Rusiness/DispatchTN(%)   Res   0.00%   0.00500   0.05513   YES   A3.2.6   MAR-2   Rusiness/DispatchTN(%)   Res   0.00%   0.00500   0.05513   YES   A3.3.2   MAR-3   Rusiness/DispatchTN(%)   Res   0.00%   0.00500   0.05513   YES   A3.3.3   MAR-3   Rusiness/DispatchTN(%)   Res   0.00500   0.05513   YES   A3.3.3   MAR-3   Rusiness/DispatchTN(Nours)   Re           |              |   | -                     |                |               |                 |                |                       |                   |         |            |
| A3.1.4.2   MAR-1   Design (Specials)Non-DispatchTN(%)   PBX   A3.1.4.2   MAR-1   PBX(Non-DispatchTN(%)   PBX   A3.1.4.2   MAR-1   PBX(Non-DispatchTN(%)   PBX   A3.1.5.2   MAR-1   Centrex(DispatchTN(%)   PBX   A3.1.5.2   MAR-1   Centrex(DispatchTN(%)   Centrex   A3.1.5.2   MAR-1   Centrex(DispatchTN(%)   PBX   A3.1.6.2   MAR-1   Centrex(DispatchTN(%)   Design   A3.1.6.2   MAR-1   Centrex(DispatchTN(%)   Design   A3.1.6.2   MAR-1   Centrex(DispatchTN(%)   Design   A3.1.6.2   MAR-1   Centrex(DispatchTN(%)   PBX   A3.1.6.2   MAR-1   Centrex(DispatchTN(%)   Design   A3.1.6.2   MAR-1   Centrex(DispatchTN(%)   PBX   A3.1.6.2   MAR-1   Centrex(DispatchTN(%)   Design   A3.1.6.2   MAR-1   Centrex(DispatchTN(%)   Design   A3.1.6   MAR-1   Centrex(DispatchTN(Mours)   PBX    |              |   |                       |                |               |                 |                |                       |                   |         |            |
| A3.14.1   MSR-1   PRX/IND-ippatch/TM/%)   PRX   11.54%   26   0.00%   1   0.00000   YES  |              |   |                       |                |               |                 |                |                       |                   |         |            |
| A3.14.2   M8R+1   PEN/Non-Dispatch/TIN(%)   PEN  |              |   |                       |                |               | 0.00%           | 4              |                       | 0.04100           | 0.1645  | YES        |
| A3.15.1   M8R+1   Centrex/Dispatch/TIN(%)   Centrex   6.95%   570  |              |   |                       |                |               | 0.000/          | - 1            |                       | 0.00000           |         | VEC        |
| A.3.1.6.2   M&R*I   Centrex/Non-Dispatch/TN(%)   SDN   15.00%   52   0.00%   5   0.09429   1.6357   YES     A.3.1.6.1   M&R*I   SDN/Dispatch/TN(%)   SDN   15.00%   52   0.00%   5   0.16045   0.9949   YES     A.3.1.6.2   M&R*I   SDN/Dispatch/TN(%)   SDN   15.00%   52   0.00%   5   0.16045   0.9949   YES     A.3.2.1.1   M&R*I   SDN/Dispatch/TN(%)   SDN   15.00%   52   0.00%   5   0.16045   0.9949   YES     A.3.2.1.2   M&R*P.2   Residence/Dispatch/TN(%)   Res   2.71%   1.962,700   3.05%   37,316   0.00086   4.0546   NO     A.3.2.1.2   M&R*P.2   Residence/Dispatch/TN(%)   Res   1.39%   1.962,700   0.79%   37,316   0.00062   9.7665   YES     A.3.2.2.2   M&R*P.2   Business/Dispatch/TN(%)   Bus   1.57%   476.266   1.86%   9.920   0.00024   2.2917   NO     A.3.2.3   M&R*P.2   Business/Dispatch/TN(%)   Bus   0.09%   476.266   0.92%   9.920   0.00084   2.2996   NO     A.3.2.3   M&R*P.2   Design   (Specials)/Dispatch/TN(%)   Design   0.32%   3814,336   0.33%   2.375   0.00116   0.5201   YES     A.3.2.3   M&R*P.2   Design   Ceptals)/Dispatch/TN(%)   Design   0.31%   3814,336   0.37%   2.375   0.00115   1.2416   YES     A.3.2.4   M&R*P.2   Pusiness/Dispatch/TN(%)   PBX   0.04%   59.281   0.00%   701   0.00080   0.5513   YES     A.3.2.5   M&R*P.2   Pusiness/Dispatch/TN(%)   PBX   0.04%   59.281   0.00%   701   0.00080   0.5513   YES     A.3.2.5   M&R*P.2   Center/Non-Dispatch/TN(%)   PBX   0.09%   59.281   0.00%   247   0.00388   4.2675   NO     A.3.2.6   M&R*P.2   SDN/Non-Dispatch/TN(%)   PBX   0.09%   59.281   0.00%   247   0.00388   4.2675   NO     A.3.3.1   M&R*P.2   Residence/Dispatch/TN(%)   Res   35.71   53.119   34.88   1.140   30.179   0.90337   0.9159   YES     A.3.3.1.2   M&R*P.3   Business/Dispatch/TN(%)   Bus   9.91   7.460   9.43   185   1.643   1.0538   7.0059   YES     A.3.3.2   M&R*P.3   Business/Dispatch/TN(%)   Bus   9.91   7.460   9.43   185   1.643   1.0538   7.0050   1.0524   YES     A.3.3.3.1   M&R*P.3   Business/Dispatch/TN(buris)   Bus   9.91   7.460   9.43   185   1.643   1.0538   7.0050   1.0524    |              |   |                       |                |               | 0.00%           | - 1            |                       | 0.00000           |         | 153        |
| A3.1.6.1   MBR-1   ISDNNIon-DispatchTM(%)   ISDN   15.00%   5.00%   5.00.00%   1.01.0434   0.1478   VES  |              |   |                       |                |               | 20.00%          | 5              |                       | 0.00420           | 1 6257  | VEC        |
| A3.16.2   MSR-1   ISDN/Non-Dispatch/TN(%)   SUSTINGENT FATE  |              |   |                       |                |               |                 |                |                       |                   |         |            |
| A3.2.1.1   MaR-2   Residence/Dispatch/TIN(%)   Res   2.71%   1.962.700   3.05%   37.316   0.00086   4.0546   NO   A3.2.1.1   MaR-2   Residence/Non-Dispatch/TIN(%)   Res   1.39%   1.962.700   0.79%   37.316   0.00086   4.0546   NO   A3.2.2.2   MaR-2   Business/Dispatch/TIN(%)   Bus   1.57%   476.266   1.86%   9.920   0.00127   2.2517   NO   A3.2.3.2   MaR-2   Business/Dispatch/TIN(%)   Bus   0.69%   476.266   0.92%   9.920   0.00094   2.6986   NO   A3.2.3.2   MaR-2   Design (Specials)/Dispatch/TIN(%)   Design   0.32%   381.436   0.38%   2.375   0.00116   0.5201   YES   A3.2.3.2   MaR-2   Design (Specials)/Non-Dispatch/TIN(%)   Design   0.31%   381.436   0.17%   2.375   0.00116   1.2416   YES   A3.2.4.2   MaR-2   PBX/Dispatch/TIN(%)   PBX   0.04%   59.261   0.00%   701   0.00080   0.5513   YES   A3.2.4.2   MaR-2   PBX/Dispatch/TIN(%)   PBX   0.09%   59.261   0.14%   701   0.00117   0.4123   YES   A3.2.5.2   MaR-2   Centrex/Dispatch/TIN(%)   Centrex   0.37%   76.760   0.00%   247   0.00549   1.3521   YES   A3.2.5.1   MaR-2   SDIN/Dispatch/TIN(%)   SIDN   1.73%   30.080   0.71%   702   0.00580   2.0248   YES   A3.3.1.1   MaR-3   Residence/Dispatch/TIN(%)   Res   15.78   27.271   8.56   294   23.050   0.9337   0.9159   YES   A3.3.2.1   MaR-3   Business/Dispatch/TIN(hours)   Res   15.78   27.271   8.56   294   23.050   0.7520   YES   A3.3.3.1   MaR-3   Business/Dispatch/TIN(hours)   Design   4.82   1.215   2.67   9   30.619   10.2403   0.2103   YES   A3.3.3.1   MaR-3   Design (Specials)/Dispatch/TIN(hours)   Design   4.82   1.215   2.67   9   30.619   10.2403   VES   A3.3.3.1   MaR-3   Design (Specials)/Dispatch/TIN(hours)   Design   4.82   1.215   2.67   9   30.619   10.2403   0.2103   YES   A3.3.3.1   MaR-3   Design (Specials)/Dispatch/TIN(hours)   Design   4.82   1.215   2.67   9   30.619   10.2403   0.2103   YES   A3.3.3.1   MaR-3   Design (Specials)/Dispatch/TIN(hours)   Design   4.82   1.215   2.67   9   30.619   10.2403   0.2103   YES   A3.3.3.1   MaR-3   Design (Specials)/Dispatch/TIN(hours)   Design   4.82   |              |   |                       |                |               |                 |                |                       |                   |         |            |
| A3.2.1.1   MaR-2   Residence/Dispatch/TIN(%)   Res   2.71%   1.962.700   3.05%   37.316   0.00086   4.0546   NO   A3.2.1.1   MaR-2   Residence/Non-Dispatch/TIN(%)   Res   1.39%   1.962.700   0.79%   37.316   0.00086   4.0546   NO   A3.2.2.2   MaR-2   Business/Dispatch/TIN(%)   Bus   1.57%   476.266   1.86%   9.920   0.00127   2.2517   NO   A3.2.3.2   MaR-2   Business/Dispatch/TIN(%)   Bus   0.69%   476.266   0.92%   9.920   0.00094   2.6986   NO   A3.2.3.2   MaR-2   Design (Specials)/Dispatch/TIN(%)   Design   0.32%   381.436   0.38%   2.375   0.00116   0.5201   YES   A3.2.3.2   MaR-2   Design (Specials)/Non-Dispatch/TIN(%)   Design   0.31%   381.436   0.17%   2.375   0.00116   1.2416   YES   A3.2.4.2   MaR-2   PBX/Dispatch/TIN(%)   PBX   0.04%   59.261   0.00%   701   0.00080   0.5513   YES   A3.2.4.2   MaR-2   PBX/Dispatch/TIN(%)   PBX   0.09%   59.261   0.14%   701   0.00117   0.4123   YES   A3.2.5.2   MaR-2   Centrex/Dispatch/TIN(%)   Centrex   0.37%   76.760   0.00%   247   0.00549   1.3521   YES   A3.2.5.1   MaR-2   SDIN/Dispatch/TIN(%)   SIDN   1.73%   30.080   0.71%   702   0.00580   2.0248   YES   A3.3.1.1   MaR-3   Residence/Dispatch/TIN(%)   Res   15.78   27.271   8.56   294   23.050   0.9337   0.9159   YES   A3.3.2.1   MaR-3   Business/Dispatch/TIN(hours)   Res   15.78   27.271   8.56   294   23.050   0.7520   YES   A3.3.3.1   MaR-3   Business/Dispatch/TIN(hours)   Design   4.82   1.215   2.67   9   30.619   10.2403   0.2103   YES   A3.3.3.1   MaR-3   Design (Specials)/Dispatch/TIN(hours)   Design   4.82   1.215   2.67   9   30.619   10.2403   VES   A3.3.3.1   MaR-3   Design (Specials)/Dispatch/TIN(hours)   Design   4.82   1.215   2.67   9   30.619   10.2403   0.2103   YES   A3.3.3.1   MaR-3   Design (Specials)/Dispatch/TIN(hours)   Design   4.82   1.215   2.67   9   30.619   10.2403   0.2103   YES   A3.3.3.1   MaR-3   Design (Specials)/Dispatch/TIN(hours)   Design   4.82   1.215   2.67   9   30.619   10.2403   0.2103   YES   A3.3.3.1   MaR-3   Design (Specials)/Dispatch/TIN(hours)   Design   4.82   |              | Customer Trouble Report Rate                            | _                     |                |               |                 |                |                       |                   |         |            |
| A3.2.1.2   M8R-2   ResidenceNon-Dispatch/TN(%)   Res   1.99%   1.962/T00   0.79%   37.316   0.00062   9.7665   YES   M8R-2   Susiness/Supatch/TN(%)   Bus   1.57%   476.266   1.86%   9.920   0.00027   2.2517   NO   A3.2.2.2   M8R-2   Business/Ron-Dispatch/TN(%)   Bus   0.69%   476.266   0.92%   9.920   0.00034   2.6986   NO   A3.2.3.1   M8R-2   Design   Specials/Dispatch/TN(%)   Design   0.32%   381.436   0.39%   2.375   0.00116   -0.5201   YES   A3.2.4.1   M8R-2   Design   Specials/Non-Dispatch/TN(%)   Design   0.31%   381.436   0.17%   2.575   0.00115   1.2416   YES   A3.2.4.1   M8R-2   PBX/Non-Dispatch/TN(%)   PBX   0.04%   59.261   0.00%   701   0.00060   0.5513   YES   A3.2.5.1   M8R-2   Design   Design   Design   0.31%   381.436   0.17%   2.275   0.00115   1.2416   YES   A3.2.5.1   M8R-2   Design   Desig   | Δ3211        |   | Res                   | 2 71%          | 1 962 700     | 3.05%           | 37 316         |                       | 0.00086           | -4 0546 | NO         |
| A3.2.2.1   Mar.   Business/Dispatch/TN(%)   Bus   1.57%   476.266   1.86%   9.920   0.00127   2.2517   NO  |              |   |                       |                |               |                 |                |                       |                   |         |            |
| A3.2.2   MaR-2   Business/Non-Dispatch/TN/%)   Bus   D.69%   476.266   D.92%   9.920   D.00084   -2.6886   NO  |              |   | -                     |                |               |                 |                |                       |                   |         |            |
| A.3.2.3.2   M&R-2   Design   (Specials)Non-Dispatch/TN(%)   Design   Desi   |              |   | Bus                   |                |               |                 |                |                       | 0.00084           |         |            |
| A.3.2.4.1   M&R-2   BX/Dispatch/TN(%)   PBX   0.04%   59,261   0.00%   701   0.00080   0.5513   YES  | A.3.2.3.1    | M&R-2 Design (Specials)/Dispatch/TN(%)                  | Design                | 0.32%          | 381,436       | 0.38%           | 2,375          |                       | 0.00116           | -0.5201 | YES        |
| A3.2.4.2   M&R-2   PBX/Non-Dispatch/TN(%)   PBX   0.09%   59.261   0.14%   701   0.00117   -0.4123   YES   | A.3.2.3.2    | M&R-2 Design (Specials)/Non-Dispatch/TN(%)              | Design                | 0.31%          | 381,436       | 0.17%           | 2,375          |                       | 0.00115           | 1.2416  | YES        |
| A.3.2.5.1   M&R-2   Centrex/Dispatch/TN(%)   Centrex   0.74%   76,760   0.00%   247   0.00549   1.3521   YES   | A.3.2.4.1    | M&R-2 PBX/Dispatch/TN(%)                                | PBX                   | 0.04%          | 59,261        | 0.00%           |                |                       | 0.00080           | 0.5513  |            |
| A.3.2.5.2   M&R-2   Centrex/Non-Dispatch/TN(%)   Centrex   0.37%   76,760   2.02%   247   0.00388   -4.2675   NO   |              |   |                       |                |               |                 |                |                       |                   |         |            |
| A.3.2.6.1   M&R-2   ISDN/Dispatch/TN(%)   ISDN   1.73%   30,080   0.71%   702   0.00502   2.0248   YES   |              |   |                       |                |               |                 |                |                       |                   |         |            |
| A.3.2.6.2   M&R-2   ISDN/Non-Dispatch/TN(%)   ISDN   1.86%   30,080   0.14%   702   0.00521   3.3002   YES   |              |   |                       |                |               |                 |                |                       |                   |         |            |
| A.3.3.1.1   M&R-3   Residence/Dispatch/TN(hours)   Res   35.71   53,119   34.88   1,140   30.179   0.90337   0.9159   YES  |              |   |                       |                |               |                 |                |                       |                   |         |            |
| A.3.3.1.1 M&R-3 Residence/Dispatch/TN(hours)  A.3.3.1.2 M&R-3 Residence/Non-Dispatch/TN(hours)  A.3.3.2.1 M&R-3 Business/Dispatch/TN(hours)  A.3.3.2.2 M&R-3 Business/Non-Dispatch/TN(hours)  A.3.3.3.1 M&R-3 Design (Specials)/Dispatch/TN(hours)  A.3.3.3.1 M&R-3 Design (Specials)/Dispatch/TN(hours)  A.3.3.2.1 M&R-3 Design (Specials)/Dispatch/TN(hours)  A.3.3.3.1 M&R-3 Design (Specials)/Dispatch/TN(hours)  A.3.3.3.1 M&R-3 Design (Specials)/Dispatch/TN(hours)  A.3.3.3.1 M&R-3 PBX/Dispatch/TN(hours)  A.3.3.4.1 M&R-3 PBX/Dispatch/TN(hours)  A.3.3.5.1 M&R-3 Centrex/Dispatch/TN(hours)  A.3.5.1 M&R-3 Centrex/Dispatch/TN(hours)  A.3.5.2 M&R-3 Centrex/Dispatch/TN(hours)  A.3.5.2 M&R-3 Centrex/Dispatch/TN(hours)  A.3.5.5 Design (Specials)/Dispatch/TN(hours)  A.3.5.7 Design (Specials)/Dispatch/TN(hours)  A.3.5.1 M&R-3 Centrex/Dispatch/TN(hours)  A.3.5.2 MAR-3 Centrex/Dispatch/TN(hours)  A.3.5.2 MAR-3 Centrex/Dispatch/TN(hours)  A.3.5.2 MAR-3 Centrex/Dispatch/TN(hours)  A.3.5.2 MAR-3 Centrex/Dispatch/TN(hours)  A.3.5.5 Design (Specia | A.3.2.0.2    |   | ISBN                  | 1.0076         | 30,080        | 0.1476          | 702            |                       | 0.00321           | 3.3002  | 1123       |
| A.3.3.1.2 M&R-3 Residence/Non-Dispatch/TN(hours)  A.3.3.2.1 M&R-3 Business/Non-Dispatch/TN(hours)  A.3.3.2.2 M&R-3 Business/Non-Dispatch/TN(hours)  A.3.3.3.1 M&R-3 Business/Non-Dispatch/TN(hours)  A.3.3.3.1 M&R-3 Design (Specials)/Dispatch/TN(hours)  A.3.3.3.2 M&R-3 Design (Specials)/Dispatch/TN(hours)  A.3.3.3.3 Design (Specials)/Non-Dispatch/TN(hours)  A.3.3.4.1 M&R-3 Design (Specials)/Non-Dispatch/TN(hours)  A.3.3.4.1 M&R-3 Design (Specials)/Dispatch/TN(hours)  A.3.3.4.1 M&R-3 Design (Specials)/Dispatch/TN(hours)  A.3.3.4.1 M&R-3 Design (Specials)/Dispatch/TN(hours)  A.3.3.4.2 M&R-3 Design (Specials)/Dispatch/TN(hours)  A.3.3.4.3 M&R-3 Design (Specials)/Dispatch/TN(hours)  A.3.3.4.4 M&R-3 Design (Specials)/Dispatch/TN(hours)  A.3.3.5.1 Design (Specials)/Dispatch/TN(hours)  A.3.3.5.1 Design (Specials)/Dispatch/TN(hours)  A.3.5.1 D |              |   | 7                     | 05.74          | 50.110        | 0400            | 4.440          | 00.470                | 0.00007           | 0.0450  | V/F0       |
| A.3.3.2.1 M&R-3 Business/Dispatch/TN(hours)  A.3.3.2.2 M&R-3 Business/Non-Dispatch/TN(hours)  Bus  3.89  3.286  5.34  91  7.077  0.75206  1.9292  NO  A.3.3.3.1 M&R-3 Design (Specials)/Dispatch/TN(hours)  Design  A.3.3.4.1 M&R-3 Design (Specials)/Non-Dispatch/TN(hours)  Design  A.3.3.4.2 M&R-3 PBX/Dispatch/TN(hours)  A.3.3.5.1 M&R-3 PBX/Non-Dispatch/TN(hours)  Bus  3.89  3.286  5.34  91  7.077  0.75206  1.9292  NO  Design  Desi |              |   |                       |                |               |                 |                |                       |                   |         |            |
| A.3.3.2.2 M&R-3 Business/Non-Dispatch/TN(hours)  A.3.3.3.1 M&R-3 Design (Specials)/Dispatch/TN(hours)  A.3.3.3.2 M&R-3 Design (Specials)/Dispatch/TN(hours)  A.3.3.4.1 M&R-3 Design (Specials)/Non-Dispatch/TN(hours)  A.3.3.4.2 M&R-3 PBX/Dispatch/TN(hours)  A.3.3.5.1 M&R-3 Centrex/Dispatch/TN(hours)  A.3.3.5.2 M&R-3 Centrex/Dispatch/TN(hours)  A.3.3.5.1 M&R-3 Centrex/Dispatch/TN(hours)  A.3.3.5.2 M&R-3 Centrex/Dispatch/TN(hours)  A.3.3.5.3 Sentrex/Dispatch/TN(hours)  A.3.3.5.4 M&R-3 Centrex/Dispatch/TN(hours)  A.3.3.5.5 M&R-3 Centrex/Dispatch/TN(hours)  A.3.3.5.1 M&R-3 Centrex/Dispatch/TN(hours)  A.3.3.5.2 M&R-3 Dispatch/TN(hours)  A.3.3.5.2 M&R-3 Dispatch/TN(hours)  A.3.3.5.3 Sentrex/Dispatch/TN(hours)  A.3.3.5.4 Dispatch/TN(hours)  A.3.3.5.5 Dispatch/TN(hours)  A.3.3.5.7 Sentrex/Dispatch/TN(hours)  A.3.5.7 Sen |              |   |                       |                |               |                 |                |                       |                   |         |            |
| A.3.3.1 M&R-3 Design (Specials)/Dispatch/TN(hours)  A.3.3.2 M&R-3 Design (Specials)/Dispatch/TN(hours)  A.3.3.4.1 M&R-3 PBX/Dispatch/TN(hours)  A.3.4.2 M&R-3 PBX/Dispatch/TN(hours)  A.3.3.5.1 M&R-3 DBX/Dispatch/TN(hours)  A.3.5.2 M&R-3 Centrex/Dispatch/TN(hours)  A.3.5.3 Centrex/Dispatch/TN(hours)  A.3.5.1 M&R-3 Centrex/Dispatch/TN(hours)  A.3.5.2 M&R-3 DBX/Dispatch/TN(hours)  A.3.5.3 Design (Specials)/Dispatch/TN(hours)  Design 4.82 1,215 2.67 9 30.619 10.24403 0.2103 YES  2.54 1,186 4.40 4 15.135 7.58010 -0.2444 YES  PBX 13.11 26  PBX 2.79 56 0.03 1 1.612 1.62582 1.6942 YES  A.3.3.5.1 M&R-3 Centrex/Dispatch/TN(hours)  Centrex 5.06 284 5.47 5 9.094 4.10247 -0.0995 YES  A.3.6.1 M&R-3 ISDN/Dispatch/TN(hours)  ISDN 13.07 520 5.99 5 16.732 7.51853 0.9413 YES  |              |   | -                     |                |               |                 |                |                       |                   |         |            |
| A.3.3.2 M&R-3 Design (Specials)/Non-Dispatch/TN(hours)  A.3.3.4.1 M&R-3 PBX/Dispatch/TN(hours)  A.3.3.4.2 M&R-3 PBX/Dispatch/TN(hours)  A.3.3.5.1 M&R-3 PBX/Non-Dispatch/TN(hours)  A.3.3.5.1 M&R-3 Centrex/Dispatch/TN(hours)  A.3.3.5.2 M&R-3 Centrex/Non-Dispatch/TN(hours)  A.3.6.1 M&R-3 ISDN/Dispatch/TN(hours)  A.3.6.1 M&R-3 ISDN/Dispatch/TN(hours)  Design  2.54 1,186 4.40 4 15.135 7.58010 -0.2444 YES  13.11 26  PBX  2.79 56 0.03 1 1.612 1.62582 1.6942 YES  Centrex  Centrex  10.73 570  Centrex  5.06 284 5.47 5 9.094 4.10247 -0.0995 YES  A.3.3.6.1 M&R-3 ISDN/Dispatch/TN(hours)  ISDN  13.07 520 5.99 5 16.732 7.51853 0.9413 YES   |              |   | <b>1</b>              |                |               |                 |                |                       |                   |         |            |
| A.3.3.4.1 M&R-3 PBX/Dispatch/TN(hours) PBX 13.11 26 22.938 A.3.3.4.2 M&R-3 PBX/Non-Dispatch/TN(hours) PBX 2.79 56 0.03 1 1.612 1.62582 1.6942 YES A.3.3.5.1 M&R-3 Centrex/Dispatch/TN(hours) Centrex 10.73 570 12.608 A.3.5.2 M&R-3 Centrex/Non-Dispatch/TN(hours) Centrex 5.06 284 5.47 5 9.094 4.10247 -0.0995 YES A.3.6.1 M&R-3 ISDN/Dispatch/TN(hours) ISDN 13.07 520 5.99 5 16.732 7.51853 0.9413 YES   |              |   |                       |                |               |                 |                |                       |                   |         |            |
| A.3.3.4.2 M&R-3 PBX/Non-Dispatch/TN(hours) PBX 2.79 56 0.03 1 1.612 1.62582 1.6942 YES A.3.3.5.1 M&R-3 Centrex/Dispatch/TN(hours) Centrex Dispatch/TN(hours) 5.06 284 5.47 5 9.094 4.10247 -0.0995 YES A.3.6.1 M&R-3 ISDN/Dispatch/TN(hours) ISDN 13.07 520 5.99 5 16.732 7.51853 0.9413 YES   |              |   |                       |                |               | 7.70            |                |                       |                   | U.L.T.T | 120        |
| A.3.3.5.1 M&R-3 Centrex/Dispatch/TN(hours) Centrex 10.73 570 12.608  |              |   |                       |                |               | 0.03            | 1              |                       | 1.62582           | 1.6942  | YES        |
| A.3.3.5.2 M&R-3 Centrex/Non-Dispatch/TN(hours) Centrex 5.06 284 5.47 5 9.094 4.10247 -0.0995 YES A.3.3.6.1 M&R-3 ISDN/Dispatch/TN(hours) ISDN 13.07 520 5.99 5 16.732 7.51853 0.9413 YES   |              |   |                       |                |               |                 | · · · · ·      |                       |                   |         |            |
| A.3.3.6.1 M&R-3 ISDN/Dispatch/TN(hours) ISDN 13.07 520 5.99 5 16.732 7.51853 0.9413 YES  |              |   | <b>1</b>              |                |               | 5.47            | 5              |                       | 4.10247           | -0.0995 | YES        |
| A.3.3.6.2 M&R-3   ISDN/Non-Dispatch/TN(hours)  | A.3.3.6.1    |   |                       | 13.07          | 520           | 5.99            | 5              | 16.732                | 7.51853           | 0.9413  |            |
|  | A.3.3.6.2    | M&R-3 ISDN/Non-Dispatch/TN(hours)                       | ISDN                  | 2.99           | 560           | 2.28            | 1              | 6.932                 | 6.93839           | 0.1011  | YES        |

% Repeat Troubles within 30 Days

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| Tennessee, August 2001                     | Benchmark / | BST     | BST    | CLEC    | CLEC   | Standard  | Standard |         |        |
|--|-------------|---------|--------|---------|--------|-----------|----------|---------|--------|
| · · ·                                      | Analog      | Measure | Volume | Measure | Volume | Deviation | Error    | ZScore  | Equity |
| M&R-4 Residence/Dispatch/TN(%)             | Res         | 24.32%  | 53,119 | 16.40%  | 1,140  |           | 0.01284  | 6.1612  | YES    |
| M&R-4 Residence/Non-Dispatch/TN(%)         | Res         | 20.99%  | 27,271 | 18.37%  | 294    |           | 0.02388  | 1.0995  | YES    |
| M&R-4 Business/Dispatch/TN(%)              | Bus         | 17.69%  | 7,460  | 15.68%  | 185    |           | 0.02840  | 0.7107  | YES    |
| M&R-4 Business/Non-Dispatch/TN(%)          | Bus         | 16.07%  | 3,286  | 16.48%  | 91     |           | 0.03903  | -0.1064 | YES    |
| M&R-4 Design (Specials)/Dispatch/TN(%)     | Design      | 42.88%  | 1,215  | 44.44%  | 9      |           | 0.16558  | -0.0944 | YES    |
| M&R-4 Design (Specials)/Non-Dispatch/TN(%) | Design      | 42.66%  | 1,186  | 50.00%  | 4      |           | 0.24771  | -0.2961 | YES    |
| M&R-4 PBX/Dispatch/TN(%)                   | PBX         | 7.69%   | 26     |         |        |           |          |         |        |
| M&R-4 PBX/Non-Dispatch/TN(%)               | PBX         | 5.36%   | 56     | 0.00%   | 1      |           | 0.22717  | 0.2358  | YES    |
| M&R-4 Centrex/Dispatch/TN(%)               | Centrex     | 13.16%  | 570    |         |        |           |          |         |        |
| M&R-4   Centrex/Non-Dispatch/TN(%)         | Centrex     | 11.62%  | 284    | 40.00%  | 5      |           | 0.14457  | -1.9631 | NO     |
| M&R-4 ISDN/Dispatch/TN(%)                  | ISDN        | 35.00%  | 520    | 40.00%  | 5      |           | 0.21433  | -0.2333 | YES    |
| M&R-4 ISDN/Non-Dispatch/TN(%)              | ISDN        | 30.89%  | 560    | 0.00%   | 1      |           | 0.46246  | 0.6680  | YE:    |
| Out of Service > 24 hours                  |             |         |        |         |        |           |          |         |        |
| M&R-5 Residence/Dispatch/TN(%)             | Res         | 49.50%  | 34,982 | 58.34%  | 881    |           | 0.01706  | -5.1849 | NC     |
| M&R-5 Residence/Non-Dispatch/TN(%)         | Res         | 29.26%  | 9,637  | 12.85%  | 179    |           | 0.03432  | 4.7823  | YE     |
| M&R-5 Business/Dispatch/TN(%)              | Bus         | 6.00%   | 4,448  | 1.89%   | 106    |           | 0.02334  | 1.7631  | YE     |
| M&R-5 Business/Non-Dispatch/TN(%)          | Bus         | 1.65%   | 1,337  | 0.00%   | 58     |           | 0.01706  | 0.9644  | YE     |
| M&R-5 Design (Specials)/Dispatch/TN(%)     | Design      | 0.49%   | 1,215  | 0.00%   | 9      |           | 0.02345  | 0.2106  | YE     |
| M&R-5 Design (Specials)/Non-Dispatch/TN(%) | Design      | 0.67%   | 1,186  | 0.00%   | 4      |           | 0.04100  | 0.1645  | YE     |
| M&R-5 PBX/Dispatch/TN(%)                   | PBX         | 0.00%   | 15     |         |        |           |          |         |        |
| M&R-5 PBX/Non-Dispatch/TN(%)               | PBX         | 0.00%   | 8      | 0.00%   | 1      |           | 0.00000  |         | YE     |
| M&R-5 Centrex/Dispatch/TN(%)               | Centrex     | 6.53%   | 337    |         |        |           |          |         |        |
| M&R-5 Centrex/Non-Dispatch/TN(%)           | Centrex     | 3.14%   | 159    |         |        |           |          |         |        |
| M&R-5 ISDN/Dispatch/TN(%)                  | ISDN        | 14.81%  | 520    | 0.00%   | 5      |           | 0.15960  | 0.9278  | YE     |
| M&R-5 ISDN/Non-Dispatch/TN(%)              | ISDN        | 2.15%   | 558    | 0.00%   | 1      |           | 0.14519  | 0.1481  | YE     |

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| Tennessee, August 2001  | Benchmark /<br>Analog | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore | Equity                 |
|---|-----------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|------------------------|
| Unbundled Network Elements - Ordering   |                       |                |               |                 |                |                       |                   |        |                        |
| -   |                       |                |               |                 |                |                       |                   |        |                        |
| % Rejected Service Requests - Mechanized  |                       |                |               |                 |                |                       |                   |        |                        |
| O-7 Switch Ports/TN(%)  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic             |
| O-7 Local Interoffice Transport/TN(%) O-7 Loop + Port Combinations/TN(%)          | Diagnostic            |                |               | 17.44%          | 3,728          |                       |                   |        | Diagnostic             |
| O-7 Combo Other/TN(%)   | Diagnostic Diagnostic |                |               | 17.44%          | 3,728          |                       |                   |        | Diagnosti<br>Diagnosti |
| O-7 xDSL (ADSL, HDSL and UCL)/TN(%)   | Diagnostic            |                |               | 9.18%           | 196            |                       |                   |        | Diagnosti              |
| O-7 ISDN Loop (UDN, UDC)/TN(%)  | Diagnostic            |                |               | 76.92%          | 13             |                       |                   |        | Diagnosti              |
| O-7 Line Sharing/TN(%)  | Diagnostic            |                |               | 7 0.0270        |                |                       |                   |        | Diagnosti              |
| O-7 2W Analog Loop Design/TN(%)   | Diagnostic            |                |               | 52.08%          | 192            |                       |                   |        | Diagnost               |
| O-7 2W Analog Loop Non-Design/TN(%)   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnosti              |
| O-7 2W Analog Loop w/INP Design/TN(%)   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnosti              |
| O-7 2W Analog Loop w/INP Non-Design/TN(%)   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnosti              |
| O-13 2W Analog Loop w/LNP Design/TN(%)  | Diagnostic            |                |               | 42.86%          | 7              |                       |                   |        | Diagnosti              |
| O-13 2W Analog Loop w/LNP Non-Design/TN(%)  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnosti              |
| O-7 Other Design/TN(%)  | Diagnostic            |                |               | 26.47%          | 68             |                       |                   |        | Diagnosti              |
| O-7 Other Non-Design/TN(%)  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnosti              |
| O-7 INP Standalone/TN(%)  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnosti              |
| O-13 LNP Standalone/TN(%)   | Diagnostic            |                |               | 7.89%           | 114            |                       |                   |        | Diagnosti              |
| % Rejected Service Requests - Partially Mechanized                                |                       |                |               |                 |                |                       |                   |        |                        |
| O-7 Switch Ports/TN(%)  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnosti              |
| O-7 Local Interoffice Transport/TN(%)   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnosti              |
| O-7 Loop + Port Combinations/TN(%)  | Diagnostic            |                |               | 33.75%          | 2,388          |                       |                   |        | Diagnosti              |
| O-7 Combo Other/TN(%)   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnosti              |
| O-7 xDSL (ADSL, HDSL and UCL)/TN(%)   | Diagnostic            |                |               | 0.00%           | 40             |                       |                   |        | Diagnosti              |
| O-7 ISDN Loop (UDN, UDC)/TN(%)  | Diagnostic            |                |               | 28.57%          | 42             |                       |                   |        | Diagnosti              |
| O-7 Line Sharing/TN(%)  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnosti              |
| O-7 2W Analog Loop Design/TN(%)   | Diagnostic            |                |               | 28.26%          | 506            |                       |                   |        | Diagnosti              |
| O-7 2W Analog Loop Non-Design/TN(%)   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnosti              |
| O-7 2W Analog Loop w/INP Design/TN(%)   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnosti              |
| O-7 2W Analog Loop w/INP Non-Design/TN(%)   | Diagnostic            |                |               | 24.400/         | 400            |                       |                   |        | Diagnosti              |
| O-13 2W Analog Loop w/LNP Design/TN(%) O-13 2W Analog Loop w/LNP Non-Design/TN(%) | Diagnostic            |                |               | 31.48%          | 162            |                       |                   |        | Diagnosti<br>Diagnosti |
| O-13 ZW Analog Loop W/LINP Non-Design/TN(%) O-7 Other Design/TN(%)                | Diagnostic            |                |               | 29.63%          | 27             |                       |                   |        | Diagnosti              |
| O-7 Other Design/TN(%) O-7 Other Non-Design/TN(%)                                 | Diagnostic Diagnostic |                |               | 29.03%          | 21             |                       |                   |        | Diagnosti              |
| O-7 INP Standalone/TN(%)  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnosti              |
| O-13 LNP Standalone/TN(%)   | Diagnostic            |                |               | 34.41%          | 186            |                       |                   |        | Diagnosti              |
| % Rejected Service Requests - Non-Mechanized                                      |                       | '              |               |                 |                |                       |                   |        |                        |
| O-7 Switch Ports/TN(%)  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnosti              |
| O-7 Local Interoffice Transport/TN(%)   | Diagnostic            |                |               | 50.00%          | 8              |                       |                   |        | Diagnosti              |
| O-7 Loop + Port Combinations/TN(%)  | Diagnostic            |                |               | 37.17%          | 452            |                       |                   |        | Diagnosti              |
| O-7 Combo Other/TN(%)   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnosti              |
| O-7 xDSL (ADSL, HDSL and UCL)/TN(%)   | Diagnostic            |                |               | 19.20%          | 323            |                       |                   |        | Diagnosti              |
| O-7 ISDN Loop (UDN, UDC)/TN(%)  | Diagnostic            |                |               | 12.92%          | 240            |                       |                   |        | Diagnosti              |
| O-7 Line Sharing/TN(%)  | Diagnostic            |                |               | 13.51%          | 74             |                       |                   |        | Diagnosti              |
| O-7 2W Analog Loop Design/TN(%)   | Diagnostic            |                |               | 30.43%          | 345            |                       |                   |        | Diagnosti              |
| O-7 2W Analog Loop Non-Design/TN(%)   | Diagnostic            |                |               | 44.52%          | 301            |                       |                   |        | Diagnosti              |
| O-7 2W Analog Loop w/INP Design/TN(%)   | Diagnostic            |                |               | 0.00%           | 5              |                       |                   |        | Diagnosti              |
| O-7 2W Analog Loop w/INP Non-Design/TN(%)   | Diagnostic            |                |               | 07.0404         |                |                       |                   |        | Diagnosti              |
| O-13 2W Analog Loop w/LNP Design/TN(%)  | Diagnostic            |                |               | 37.61%          | 327            |                       |                   |        | Diagnosti              |
| O-13 2W Analog Loop w/LNP Non-Design/TN(%)  | Diagnostic            |                |               | 00.000/         | 044            |                       |                   |        | Diagnosti              |
| O-7 Other Design/TN(%)  | Diagnostic            |                |               | 20.08%          | 244            |                       |                   |        | Diagnostic             |
| O-7 Other Non-Design/TN(%)  | Diagnostic            |                |               | 00.400/         | 100            |                       |                   |        | Diagnosti              |
| O-7 INP Standalone/TN(%)  | Diagnostic            |                |               | 29.10%          | 433            |                       |                   |        | Diagnostic             |
| O-13 LNP Standalone/TN(%)   | Diagnostic            |                |               | 20.58%          | 481            |                       |                   |        | Diagnostic             |

Reject Interval - Mechanized

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|                      | Termessee, August 2001 |  | Analog                                   | Measure | Volume | Measure            | Volume     | Deviation | Error | ZScore | Equity     |
|----------------------|------------------------|--|--|---------|--------|--------------------|------------|-----------|-------|--------|------------|
|                      |                        |  |  |         |        |                    |            |           |       |        |            |
| B.1.4.1              | O-8                    | Switch Ports/TN(%)   | >= 97% w in 1 hr                         |         |        |                    |            |           |       |        |            |
| B.1.4.2              | O-8                    | Local Interoffice Transport/TN(%)  | >= 97% w in 1 hr                         |         |        | 0.1 =001           |            |           |       |        |            |
| B.1.4.3              | 0-8                    | Loop + Port Combinations/TN(%)   | >= 97% w in 1 hr                         |         |        | 94.78%             | 651        |           |       |        | NO         |
| B.1.4.4              | O-8                    | Combo Other/TN(%)  | >= 97% w in 1 hr                         |         |        | 04.070/            | 0.4        |           |       |        | NO         |
| B.1.4.5              | O-8                    | xDSL (ADSL, HDSL and UCL)/TN(%)  | >= 97% w in 1 hr                         |         |        | 91.67%             | 24         |           |       |        | NO         |
| B.1.4.6              | O-8                    | ISDN Loop (UDN, UDC)/TN(%)   | >= 97% w in 1 hr                         |         |        | 70.00%             | 10         |           |       |        | NO         |
| B.1.4.7              | O-8                    | Line Sharing/TN(%)   | >= 97% w in 1 hr                         |         |        | 70.070/            | 101        |           |       |        | NO         |
| B.1.4.8              | 0-8                    | 2W Analog Loop Design/TN(%)  | >= 97% w in 1 hr                         |         |        | 73.27%             | 101        |           |       |        | NO         |
| B.1.4.9<br>B.1.4.10  | O-8<br>O-8             | 2W Analog Loop Non-Design/TN(%) 2W Analog Loop w/INP Design/TN(%)        | >= 97% w in 1 hr<br>>= 97% w in 1 hr     |         |        |                    |            |           |       |        |            |
| B.1.4.10<br>B.1.4.11 | O-8                    | 2W Analog Loop w/INP Design/TN(%)  2W Analog Loop w/INP Non-Design/TN(%) |  |         |        |                    |            |           |       |        |            |
| B.1.4.11<br>B.1.4.12 | O-8<br>O-14            | 2W Analog Loop w/INP Non-Design/TN(%)  2W Analog Loop w/LNP Design/TN(%) | >= 97% w in 1 hr<br>>= 97% w in 1 hr     |         |        | 100.00%            | 3          |           |       |        | YES        |
| B.1.4.13             | O-14                   | 2W Analog Loop w/LNP Non-Design/TN(%)                                    | >= 97% w in 1 hr                         |         |        | 100.00%            | <u> </u>   |           |       |        | 153        |
| B.1.4.13<br>B.1.4.14 | O-14<br>O-8            | Other Design/TN(%)   | 4  |         |        | 88.89%             | 18         |           |       |        | NO         |
| B.1.4.15             | O-8                    | Other Non-Design/TN(%)   | >= 97% w in 1 hr<br>>= 97% w in 1 hr     |         |        | 00.09%             | 10         |           |       |        | INC        |
| B.1.4.16             | O-8                    | INP Standalone/TN(%)   | >= 97% w in 1 hr                         |         |        |                    |            |           |       |        |            |
| B.1.4.17             | O-8                    | LNP Standalone/TN(%)   | >= 97% w iii 1 iii<br>>= 97% w in 1 hr   |         |        | 100.00%            | 13         |           |       |        | YES        |
| D.1.4.17             |                        |  | >= 91 /6 W III 1 III                     |         |        | 100.0076           | 13         |           |       |        | ILS        |
|                      |                        | Interval - Partially Mechanized - 10 hours                               | 1  |         |        |                    |            |           |       |        |            |
| B.1.7.1              | 0-8                    | Switch Ports/TN(%)   | >= 85% w in 10 hrs                       |         |        |                    |            |           |       |        |            |
| B.1.7.2              | 0-8                    | Local Interoffice Transport/TN(%)  | >= 85% w in 10 hrs                       |         |        | 00.500/            | 819        |           |       |        | YES        |
| B.1.7.3<br>B.1.7.4   | O-8<br>O-8             | Loop + Port Combinations/TN(%) Combo Other/TN(%)                         | >= 85% w in 10 hrs                       |         |        | 98.53%             | 819        |           |       |        | YES        |
| B.1.7.4<br>B.1.7.5   | O-8                    | Combo Other/TN(%)<br> xDSL (ADSL, HDSL and UCL)/TN(%)                    | >= 85% w in 10 hrs                       |         |        |                    |            |           |       |        |            |
| B.1.7.5<br>B.1.7.6   | O-8                    | ISDN Loop (UDN, UDC)/TN(%)   | >= 85% w in 10 hrs                       |         |        | 100.00%            | 12         |           |       |        | YES        |
| B.1.7.6<br>B.1.7.7   | O-8                    | Line Sharing/TN(%)   | >= 85% w in 10 hrs<br>>= 85% w in 10 hrs |         |        | 100.00%            | 12         |           |       |        | YES        |
| B.1.7.7<br>B.1.7.8   | O-8                    | 2W Analog Loop Design/TN(%)  |  |         |        | 97.32%             | 149        |           |       |        | YES        |
|                      |                        |  | >= 85% w in 10 hrs                       |         |        | 97.32%             | 149        |           |       |        | YES        |
| B.1.7.9              | O-8<br>O-8             | 2W Analog Loop Non-Design/TN(%)  2W Analog Loop w/INP Design/TN(%)       | >= 85% w in 10 hrs                       |         |        |                    |            |           |       |        |            |
| B.1.7.10             | O-8                    | 2W Analog Loop w/INP Design/TN(%)  2W Analog Loop w/INP Non-Design/TN(%) | >= 85% w in 10 hrs                       |         |        |                    |            |           |       |        |            |
| B.1.7.11<br>B.1.7.12 | O-8                    | 2W Analog Loop w/INP Non-Design/TN(%)                                    | >= 85% w in 10 hrs<br>>= 85% w in 10 hrs |         |        | 91.23%             | 57         |           |       |        | YES        |
| B.1.7.12<br>B.1.7.13 | O-14<br>O-14           | 2W Analog Loop w/LNP Design/TN(%)  2W Analog Loop w/LNP Non-Design/TN(%) | >= 85% w in 10 hrs<br>>= 85% w in 10 hrs |         |        | 91.23%             | 5/         |           |       |        | YES        |
| B.1.7.13<br>B.1.7.14 | O-14<br>O-8            | Other Design/TN(%)   | >= 85% w in 10 hrs                       |         |        | 88.89%             | 9          |           |       |        | YES        |
| B.1.7.14<br>B.1.7.15 | O-8                    | Other Non-Design/TN(%)   | >= 85% w in 10 hrs                       |         |        | 00.09%             | 9          |           |       |        | 150        |
| B.1.7.16             | O-8                    | INP Standalone/TN(%)   | >= 85% w in 10 hrs                       |         |        |                    |            |           |       |        |            |
| B.1.7.17             | O-14                   | LNP Standalone/TN(%)   | >= 85% w in 10 hrs                       |         |        | 85.71%             | 70         |           |       |        | YES        |
| D.1.7.17             |                        |  | >= 0370 W III 10 III3                    |         |        | 03.7170            | 70         |           |       |        | 11.0       |
|                      |                        | Interval - Non-Mechanized  | 1  |         |        | 1                  |            |           |       |        |            |
| B.1.8.1              | O-8                    | Switch Ports/TN(%)   | >= 85% w in 24 hrs                       |         |        |                    |            |           |       |        |            |
| B.1.8.2              | O-8                    | Local Interoffice Transport/TN(%)  | >= 85% w in 24 hrs                       |         |        | 100.00%            | 4          |           |       |        | YES        |
| B.1.8.3              | O-8                    | Loop + Port Combinations/TN(%)   | >= 85% w in 24 hrs                       |         |        | 98.21%             | 168        |           |       |        | YES        |
| B.1.8.4              | O-8                    | Combo Other/TN(%)  | >= 85% w in 24 hrs                       |         |        |                    |            |           |       |        |            |
| B.1.8.5              | O-8                    | xDSL (ADSL, HDSL and UCL)/TN(%)  | >= 85% w in 24 hrs                       |         |        | 90.40%             | 125        |           |       |        | YES        |
| B.1.8.6              | O-8                    | ISDN Loop (UDN, UDC)/TN(%)   | >= 85% w in 24 hrs                       |         |        | 96.77%             | 31         |           |       |        | YES        |
| B.1.8.7              | O-8                    | Line Sharing/TN(%)   | >= 85% w in 24 hrs                       |         |        | 90.91%             | 11         |           |       |        | YES        |
| B.1.8.8              | O-8                    | 2W Analog Loop Design/TN(%)  | >= 85% w in 24 hrs                       |         |        | 100.00%            | 111<br>141 |           |       |        | YES<br>YES |
| B.1.8.9              | O-8                    | 2W Analog Loop Non-Design/TN(%)  | >= 85% w in 24 hrs                       |         |        | 100.00%<br>100.00% |            |           |       |        | YES        |
| B.1.8.10             | 0-8                    | 2W Analog Loop w/INP Design/TN(%)  | >= 85% w in 24 hrs                       |         |        | 100.00%            | 3          |           |       |        | YES        |
| B.1.8.11             | 0-8                    | 2W Analog Loop w/INP Non-Design/TN(%)                                    | >= 85% w in 24 hrs                       |         |        | 00.770/            | 455        |           |       |        | 7/50       |
| B.1.8.12             | 0-14                   | 2W Analog Loop w/LNP Design/TN(%)  | >= 85% w in 24 hrs                       |         |        | 96.77%             | 155        |           |       |        | YES        |
| B.1.8.13             | 0-14                   | 2W Analog Loop w/LNP Non-Design/TN(%)                                    | >= 85% w in 24 hrs                       |         |        | 00.000/            | 50         |           |       |        | 1/50       |
| B.1.8.14             | 0-8                    | Other Design/TN(%)   | >= 85% w in 24 hrs                       |         |        | 92.00%             | 50         |           |       |        | YES        |
| B.1.8.15             | 0-8                    | Other Non-Design/TN(%)   | >= 85% w in 24 hrs                       |         |        | 04.000/            | 309        |           |       |        | VEC        |
| B.1.8.16<br>B.1.8.17 | O-8<br>O-14            | INP Standalone/TN(%) LNP Standalone/TN(%)                                | >= 85% w in 24 hrs<br>>= 85% w in 24 hrs |         |        | 94.82%<br>94.26%   | 122        |           |       |        | YES<br>YES |
| 2.1.0.17             |                        |  | 2 00 /0 W III 2 4 1 III 3                |         |        | UT.2070            | 122        |           |       |        | 120        |
| B 1 0 1              |                        | meliness - Mechanized  | 050/:- 0                                 |         |        |                    |            |           |       |        |            |
| B.1.9.1              | 0-9                    | Switch Ports/TN(%)   | >= 95% w in 3 hrs                        |         |        |                    |            |           |       |        |            |
| B.1.9.2<br>B.1.9.3   | O-9<br>O-9             | Local Interoffice Transport/TN(%) Loop + Port Combinations/TN(%)         | >= 95% w in 3 hrs<br>>= 95% w in 3 hrs   |         |        | 97.57%             | 3.051      |           |       |        | YES        |
| B.1.9.3<br>B.1.9.4   | O-9                    | Combo Other/TN(%)  | >= 95% w in 3 nrs<br>>= 95% w in 3 hrs   |         |        | 91.01%             | 3,051      |           |       |        | 159        |
| B.1.9.4<br>B.1.9.5   | O-9                    | combo Otner/TN(%)  <br>  xDSL (ADSL, HDSL and UCL)/TN(%)                 | >= 95% w in 3 nrs<br>>= 95% w in 3 hrs   |         |        | 78.99%             | 357        |           |       |        | NO         |
| D. 1.9.3             | 0-9                    | ADOL (ADOL, FIDOL AND OCL)/ TN(%)  | >= 95% w iii 3 nrs                       |         |        | 10.9970            | 331        |           |       |        | INU        |

Benchmark /

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BST

CLEC

CLEC

Standard Standard

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|                        | Tennessee, August 2001 |  | Benchmark /                              | BST     | BST    | CLEC     | CLEC   | Standard  | Standard |        |        |
|------------------------|------------------------|--|--|---------|--------|----------|--------|-----------|----------|--------|--------|
|                        |                        |  | Analog                                   | Measure | Volume | Measure  | Volume | Deviation | Error    | ZScore | Equity |
| B.1.9.6                | O-9                    | ISDN Loop (UDN, UDC)/TN(%)   | >= 95% w in 3 hrs                        |         |        | 100.00%  | 2      |           |          |        | YES    |
| B.1.9.7                | O-9                    | Line Sharing/TN(%)   | >= 95% w in 3 hrs                        |         |        |          |        |           |          |        |        |
| B.1.9.8                | O-9                    | 2W Analog Loop Design/TN(%)  | >= 95% w in 3 hrs                        |         |        | 95.89%   | 73     |           |          |        | YES    |
| B.1.9.9                | 0-9                    | 2W Analog Loop Non-Design/TN(%)  | >= 95% w in 3 hrs                        |         |        |          |        |           |          |        |        |
| B.1.9.10               | O-9                    | 2W Analog Loop w/INP Design/TN(%)  | >= 95% w in 3 hrs                        |         |        |          |        |           |          |        |        |
| B.1.9.11<br>B.1.9.12   | O-9<br>O-15            | 2W Analog Loop w/INP Non-Design/TN(%) 2W Analog Loop w/LNP Design/TN(%)  | >= 95% w in 3 hrs<br>>= 95% w in 3 hrs   |         |        | 100.00%  | 4      |           |          |        | YES    |
| B.1.9.12<br>B.1.9.13   | O-15                   | 2W Analog Loop w/LNP Design/TN(%)  2W Analog Loop w/LNP Non-Design/TN(%) | >= 95% w in 3 hrs                        |         |        | 100.00%  | 4      |           |          |        | 150    |
| B.1.9.14               | O-13                   | Other Design/TN(%)   | >= 95% w in 3 hrs                        |         |        | 100.00%  | 50     |           |          |        | YES    |
| B.1.9.15               | O-9                    | Other Non-Design/TN(%)   | >= 95% w in 3 hrs                        |         |        | 100.0078 | 30     |           |          |        | 125    |
| B.1.9.16               | 0-9                    | INP Standalone/TN(%)   | >= 95% w in 3 hrs                        |         |        |          |        |           |          |        |        |
| B.1.9.17               | O-15                   | LNP Standalone/TN(%)   | >= 95% w in 3 hrs                        |         |        | 100.00%  | 70     |           |          |        | YES    |
|                        |                        | meliness - Partially Mechanized - 10 hours                               | •  |         |        |          |        |           |          |        |        |
| B.1.12.1               | O-9<br>O-9             | Switch Ports/TN(%)   | >= 85% w in 10 hrs                       |         |        |          |        |           |          |        |        |
| B.1.12.2<br>B.1.12.3   | O-9<br>O-9             | Local Interoffice Transport/TN(%) Loop + Port Combinations/TN(%)         | >= 85% w in 10 hrs<br>>= 85% w in 10 hrs |         |        | 92.73%   | 1.801  |           |          |        | YES    |
| B.1.12.3<br>B.1.12.4   | O-9                    | Combo Other/TN(%)  | >= 85% w in 10 hrs                       |         |        | 92.73%   | 1,001  |           |          |        | 150    |
| B.1.12.5               | O-9                    | xDSL (ADSL, HDSL and UCL)/TN(%)  | >= 85% w in 10 hrs                       |         |        | 74.19%   | 31     |           |          |        | NO     |
| B.1.12.6               | O-9                    | ISDN Loop (UDN, UDC)/TN(%)   | >= 85% w in 10 hrs                       |         |        | 96.88%   | 32     |           |          |        | YES    |
| B.1.12.7               | O-9                    | Line Sharing/TN(%)   | >= 85% w in 10 hrs                       |         |        | 30.0070  | - 02   |           |          |        | 120    |
| B.1.12.8               | 0-9                    | 2W Analog Loop Design/TN(%)  | >= 85% w in 10 hrs                       |         |        | 96.84%   | 380    |           |          |        | YES    |
| B.1.12.9               | 0-9                    | 2W Analog Loop Non-Design/TN(%)  | >= 85% w in 10 hrs                       |         |        |          |        |           |          |        |        |
| B.1.12.10              | O-9                    | 2W Analog Loop w/INP Design/TN(%)  | >= 85% w in 10 hrs                       |         |        |          |        |           |          |        |        |
| B.1.12.11              | O-9                    | 2W Analog Loop w/INP Non-Design/TN(%)                                    | >= 85% w in 10 hrs                       |         |        |          |        |           |          |        |        |
| B.1.12.12              | O-15                   | 2W Analog Loop w/LNP Design/TN(%)  | >= 85% w in 10 hrs                       |         |        | 89.08%   | 119    |           |          |        | YES    |
| B.1.12.13              | O-15                   | 2W Analog Loop w/LNP Non-Design/TN(%)                                    | >= 85% w in 10 hrs                       |         |        |          |        |           |          |        | i      |
| B.1.12.14              | O-9                    | Other Design/TN(%)   | >= 85% w in 10 hrs                       |         |        | 82.61%   | 23     |           |          |        | NO     |
| B.1.12.15              | O-9                    | Other Non-Design/TN(%)   | >= 85% w in 10 hrs                       |         |        |          |        |           |          |        |        |
| B.1.12.16              | 0-9                    | INP Standalone/TN(%)   | >= 85% w in 10 hrs                       |         |        |          |        |           |          |        |        |
| B.1.12.17              | O-15                   | LNP Standalone/TN(%)   | >= 85% w in 10 hrs                       |         |        | 91.55%   | 142    |           |          |        | YES    |
| B.1.13.1               | 0-9                    | Imeliness - Non-Mechanized Switch Ports/TN(%)                            | >= 85% w in 36 hrs                       |         |        |          |        |           |          |        |        |
| B.1.13.1<br>B.1.13.2   | O-9                    | Local Interoffice Transport/TN(%)  | >= 85% w in 36 hrs                       |         |        | 100.00%  | 4      |           |          |        | YES    |
| B.1.13.3               | O-9                    | Loop + Port Combinations/TN(%)   | >= 85% w in 36 hrs                       |         |        | 98.56%   | 278    |           |          |        | YES    |
| B.1.13.4               | O-9                    | Combo Other/TN(%)  | >= 85% w in 36 hrs                       |         |        | 30.0070  | 270    |           |          |        | 120    |
| B.1.13.5               | 0-9                    | xDSL (ADSL, HDSL and UCL)/TN(%)  | >= 85% w in 36 hrs                       |         |        | 100.00%  | 195    |           |          |        | YES    |
| B.1.13.6               | O-9                    | ISDN Loop (UDN, UDC)/TN(%)   | >= 85% w in 36 hrs                       |         |        | 99.07%   | 215    |           |          |        | YES    |
| B.1.13.7               | O-9                    | Line Sharing/TN(%)   | >= 85% w in 36 hrs                       |         |        | 100.00%  | 66     |           |          |        | YES    |
| B.1.13.8               | O-9                    | 2W Analog Loop Design/TN(%)  | >= 85% w in 36 hrs                       |         |        | 100.00%  | 253    |           |          |        | YES    |
| B.1.13.9               | O-9                    | 2W Analog Loop Non-Design/TN(%)  | >= 85% w in 36 hrs                       |         |        | 100.00%  | 143    |           |          |        | YES    |
| B.1.13.10              | O-9                    | 2W Analog Loop w/INP Design/TN(%)  | >= 85% w in 36 hrs                       |         |        | 100.00%  | 11     |           |          |        | YES    |
| B.1.13.11              | O-9                    | 2W Analog Loop w/INP Non-Design/TN(%)                                    | >= 85% w in 36 hrs                       |         |        |          |        |           |          |        |        |
| B.1.13.12              | O-15                   | 2W Analog Loop w/LNP Design/TN(%)  | >= 85% w in 36 hrs                       |         |        | 99.01%   | 203    |           |          |        | YES    |
| B.1.13.13              | O-15                   | 2W Analog Loop w/LNP Non-Design/TN(%)                                    | >= 85% w in 36 hrs                       |         |        | 22 - 12/ |        |           |          |        |        |
| B.1.13.14              | O-9                    | Other Design/TN(%)   | >= 85% w in 36 hrs                       |         |        | 99.51%   | 205    |           |          |        | YES    |
| B.1.13.15<br>B.1.13.16 | O-9<br>O-9             | Other Non-Design/TN(%) INP Standalone/TN(%)                              | >= 85% w in 36 hrs<br>>= 85% w in 36 hrs |         |        |          |        |           |          |        |        |
| B.1.13.16<br>B.1.13.17 | O-9<br>O-15            | LNP Standalone/TN(%)   | >= 85% w in 36 hrs<br>>= 85% w in 36 hrs |         |        | 96.01%   | 351    |           |          |        | YES    |
| B.1.13.17              |                        |  | >= 03/6 W III 30 III S                   |         |        | 90.0176  | 331    |           |          |        | TES    |
| B.1.14.1               | 0-11                   | Reject Response Completeness - Mechanized  Switch Ports/TN(%)            | >= 95%                                   |         |        |          |        |           |          |        |        |
| B.1.14.2               | 0-11                   | Local Interoffice Transport/TN(%)  | >= 95%                                   |         |        |          |        |           |          |        |        |
| B.1.14.3               | O-11                   | Loop + Port Combinations/TN(%)   | >= 95%                                   |         |        | 98.98%   | 3,728  |           |          |        | YES    |
| B.1.14.4               | 0-11                   | Combo Other/TN(%)  | >= 95%                                   |         |        | 00.0070  | 0,1.20 |           |          |        |        |
| B.1.14.5               | 0-11                   | xDSL (ADSL, HDSL and UCL)/TN(%)  | >= 95%                                   |         |        | 86.67%   | 105    |           |          |        | NO     |
| B.1.14.6               | O-11                   | ISDN Loop (UDN, UDC)/TN(%)   | >= 95%                                   |         |        | 92.31%   | 13     |           |          |        | NO     |
| B.1.14.7               | O-11                   | Line Sharing/TN(%)   | >= 95%                                   |         |        |          |        |           |          |        |        |
| B.1.14.8               | O-11                   | 2W Analog Loop Design/TN(%)  | >= 95%                                   |         |        | 88.54%   | 192    |           |          |        | NO     |
| B.1.14.9               | O-11                   | 2W Analog Loop Non-Design/TN(%)  | >= 95%                                   |         |        |          |        |           |          |        |        |
| B.1.14.10              | O-11                   | 2W Analog Loop w/INP Design/TN(%)  | >= 95%                                   |         |        |          |        |           |          |        |        |
|                        |                        |  |  |         |        |          |        |           |          |        |        |

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|                        | Tennessee, August 2001 |   | Benchmark /      | BST     | BST    | CLEC      | CLEC   | Standard  | Standard |        |        |
|------------------------|------------------------|---|------------------|---------|--------|-----------|--------|-----------|----------|--------|--------|
|                        |                        |   | Analog           | Measure | Volume | Measure   | Volume | Deviation | Error    | ZScore | Equity |
| B.1.14.11              | O-11                   | 2W Analog Loop w/INP Non-Design/TN(%)                                   | >= 95%           |         |        |           |        |           |          |        |        |
| B.1.14.12              | O-11                   | 2W Analog Loop w/LNP Design/TN(%)                                       | >= 95%           |         |        | 100.00%   | 53     |           |          |        | YES    |
| B.1.14.13              | O-11                   | 2W Analog Loop w/LNP Non-Design/TN(%)                                   | >= 95%           |         |        |           |        |           |          |        |        |
| B.1.14.14              | 0-11                   | Other Design/TN(%)  | >= 95%           |         |        | 100.00%   | 68     |           |          |        | YES    |
| B.1.14.15              | 0-11                   | Other Non-Design/TN(%)  | >= 95%           |         |        |           |        |           |          |        |        |
| B.1.14.16              | 0-11                   | INP Standalone/TN(%)  | >= 95%           |         |        | 400.000/  | 74     |           |          |        | VEC    |
| B.1.14.17              | 0-11                   | LNP Standalone/TN(%)  | >= 95%           |         |        | 100.00%   | 71     |           |          |        | YES    |
| D 1 15 1               | FOC &                  | Reject Response Completeness - Partially Mechanized  Switch Ports/TN(%) | >= 95%           |         |        |           |        |           |          |        |        |
| B.1.15.1<br>B.1.15.2   | 0-11                   | Local Interoffice Transport/TN(%)                                       | >= 95%<br>>= 95% |         |        |           |        |           |          |        |        |
| B.1.15.3               | 0-11                   | Loop + Port Combinations/TN(%)  | >= 95%           |         |        | 99.62%    | 2,388  |           |          |        | YES    |
| B.1.15.4               | 0-11                   | Combo Other/TN(%)   | >= 95%           |         |        | 33.0270   | 2,000  |           |          |        | 120    |
| B.1.15.5               | 0-11                   | xDSL (ADSL, HDSL and UCL)/TN(%)   | >= 95%           |         |        | 47.62%    | 21     |           |          |        | NO     |
| B.1.15.6               | 0-11                   | ISDN Loop (UDN, UDC)/TN(%)  | >= 95%           |         |        | 100.00%   | 42     |           |          |        | YES    |
| B.1.15.7               | O-11                   | Line Sharing/TN(%)  | >= 95%           |         |        |           |        |           |          |        |        |
| B.1.15.8               | O-11                   | 2W Analog Loop Design/TN(%)   | >= 95%           |         |        | 99.60%    | 506    |           |          |        | YES    |
| B.1.15.9               | O-11                   | 2W Analog Loop Non-Design/TN(%)   | >= 95%           |         |        |           |        |           |          |        |        |
| B.1.15.10              | O-11                   | 2W Analog Loop w/INP Design/TN(%)                                       | >= 95%           |         |        |           |        |           |          |        |        |
| B.1.15.11              | O-11                   | 2W Analog Loop w/INP Non-Design/TN(%)                                   | >= 95%           |         |        |           |        |           |          |        |        |
| B.1.15.12              | O-11                   | 2W Analog Loop w/LNP Design/TN(%)                                       | >= 95%           |         |        | 100.00%   | 117    |           |          |        | YES    |
| B.1.15.13              | 0-11                   | 2W Analog Loop w/LNP Non-Design/TN(%)                                   | >= 95%           |         |        | 400.000/  | 07     |           |          |        | V/F0   |
| B.1.15.14              | O-11<br>O-11           | Other Design/TN(%) Other Non-Design/TN(%)                               | >= 95%           |         |        | 100.00%   | 27     |           |          |        | YES    |
| B.1.15.15<br>B.1.15.16 | O-11                   | INP Standalone/TN(%)  | >= 95%<br>>= 95% |         |        |           |        |           |          |        |        |
| B.1.15.17              | 0-11                   | LNP Standalone/TN(%)  | >= 95%           |         |        | 100.00%   | 235    |           |          |        | YES    |
| D.1.10.17              |                        |   | 2= 3070          |         |        | 100.0070  | 200    |           |          |        | 120    |
| B.1.16.1               | O-11                   | Reject Response Completeness - Non-Mechanized  Switch Ports/TN(%)       | >= 95%           |         |        |           |        |           |          |        | 1      |
| B.1.16.2               | O-11                   | Local Interoffice Transport/TN(%)                                       | >= 95%           |         |        | 100.00%   | 8      |           |          |        | YES    |
| B.1.16.3               | 0-11                   | Loop + Port Combinations/TN(%)  | >= 95%           |         |        | 96.90%    | 452    |           |          |        | YES    |
| B.1.16.4               | O-11                   | Combo Other/TN(%)   | >= 95%           |         |        | 00.0070   |        |           |          |        |        |
| B.1.16.5               | 0-11                   | xDSL (ADSL, HDSL and UCL)/TN(%)   | >= 95%           |         |        | 77.53%    | 396    |           |          |        | NO     |
| B.1.16.6               | O-11                   | ISDN Loop (UDN, UDC)/TN(%)  | >= 95%           |         |        | 97.08%    | 240    |           |          |        | YES    |
| B.1.16.7               | O-11                   | Line Sharing/TN(%)  | >= 95%           |         |        | 95.95%    | 74     |           |          |        | YES    |
| B.1.16.8               | O-11                   | 2W Analog Loop Design/TN(%)   | >= 95%           |         |        | 97.10%    | 345    |           |          |        | YES    |
| B.1.16.9               | O-11                   | 2W Analog Loop Non-Design/TN(%)   | >= 95%           |         |        | 89.04%    | 301    |           |          |        | NO     |
| B.1.16.10              | 0-11                   | 2W Analog Loop w/INP Design/TN(%)                                       | >= 95%           |         |        | 75.69%    | 144    |           |          |        | NO     |
| B.1.16.11              | 0-11                   | 2W Analog Loop w/INP Non-Design/TN(%)                                   | >= 95%           |         |        | 100 000/  |        |           |          |        | \/=0   |
| B.1.16.12              | 0-11                   | 2W Analog Loop w/LNP Design/TN(%)                                       | >= 95%           |         |        | 100.00%   | 232    |           |          |        | YES    |
| B.1.16.13              | O-11<br>O-11           | 2W Analog Loop w/LNP Non-Design/TN(%) Other Design/TN(%)                | >= 95%           |         |        | 96.72%    | 244    |           |          |        | YES    |
| B.1.16.14<br>B.1.16.15 | O-11                   | Other Non-Design/TN(%)  | >= 95%<br>>= 95% |         |        | 90.72%    | 244    |           |          |        | TES    |
| B.1.16.16              | 0-11                   | INP Standalone/TN(%)  | >= 95%           |         |        |           |        |           |          |        |        |
| B.1.16.17              | O-11                   | LNP Standalone/TN(%)  | >= 95%           |         |        | 100.00%   | 423    |           |          |        | YES    |
|                        | FOC &                  | Reject Response Completeness (Multiple Responses) - Mechanized          | =                | <u></u> |        |           |        |           |          |        |        |
| B.1.17.1               | 0-11                   | Switch Ports/TN(%)  | >= 95%           |         |        |           |        |           |          |        |        |
| B.1.17.2               | O-11                   | Local Interoffice Transport/TN(%)                                       | >= 95%           |         |        |           |        |           |          |        |        |
| B.1.17.3               | O-11                   | Loop + Port Combinations/TN(%)  | >= 95%           |         |        | 86.69%    | 3,690  |           |          |        | NO     |
| B.1.17.4               | O-11                   | Combo Other/TN(%)   | >= 95%           |         |        |           |        |           |          |        |        |
| B.1.17.5               | O-11                   | xDSL (ADSL, HDSL and UCL)/TN(%)   | >= 95%           |         |        | 96.70%    | 91     |           |          |        | YES    |
| B.1.17.6               | 0-11                   | ISDN Loop (UDN, UDC)/TN(%)  | >= 95%           |         |        | 33.33%    | 12     |           |          |        | NO     |
| B.1.17.7               | 0-11                   | Line Sharing/TN(%)  | >= 95%           |         |        | 50.500/   | 170    |           |          |        | NO     |
| B.1.17.8               | O-11<br>O-11           | 2W Analog Loop Design/TN(%)   | >= 95%           |         |        | 53.53%    | 170    |           |          |        | NO     |
| B.1.17.9<br>B.1.17.10  | O-11<br>O-11           | 2W Analog Loop Non-Design/TN(%) 2W Analog Loop w/INP Design/TN(%)       | >= 95%<br>>= 95% |         |        |           |        |           |          |        |        |
| B.1.17.10<br>B.1.17.11 | O-11                   | 2W Analog Loop w/INP Non-Design/TN(%)                                   | >= 95%           |         |        |           |        |           |          |        |        |
| B.1.17.11              | O-11                   | 2W Analog Loop w/NP Design/TN(%)  | >= 95%           |         |        | 100.00%   | 53     |           |          |        | YES    |
| B.1.17.13              | 0-11                   | 2W Analog Loop w/LNP Non-Design/TN(%)                                   | >= 95%           |         |        | . 55.5576 |        |           |          |        |        |
| B.1.17.14              | 0-11                   | Other Design/TN(%)  | >= 95%           |         |        | 73.53%    | 68     |           |          |        | NO     |
| B.1.17.15              | O-11                   | Other Non-Design/TN(%)  | >= 95%           |         |        |           |        |           |          |        |        |
|                        |                        |   |                  |         |        |           |        |           |          |        |        |

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|                            | Benoodin Monthly State Summary  |                  |              |                    |              |                |                |                    |                   |            |
|----------------------------|---|------------------|--------------|--------------------|--------------|----------------|----------------|--------------------|-------------------|------------|
|                            | Tennessee, August 2001  | Benchmark /      | BST          | BST                | CLEC         | CLEC           | Standard       | Standard           |                   |            |
|                            |   | Analog           | Measure      | Volume             | Measure      | Volume         | Deviation      | Error              | ZScore            | Equity     |
|                            |   | -                |              |                    |              |                |                |                    |                   |            |
| B.1.17.16                  | O-11 INP Standalone/TN(%)   | >= 95%           |              |                    | 400.000/     |                |                |                    |                   | \/F0       |
| B.1.17.17                  | O-11 LNP Standalone/TN(%)   | >= 95%           |              |                    | 100.00%      | 71             |                |                    |                   | YES        |
|                            | FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized  | _                |              |                    |              |                |                |                    |                   |            |
| B.1.18.1                   | O-11 Switch Ports/TN(%)   | >= 95%           |              |                    |              |                |                |                    |                   |            |
| B.1.18.2                   | O-11 Local Interoffice Transport/TN(%)  | >= 95%           |              |                    |              |                |                |                    |                   |            |
| B.1.18.3                   | O-11 Loop + Port Combinations/TN(%)   | >= 95%           |              |                    | 89.07%       | 2,379          |                |                    |                   | NO         |
| B.1.18.4                   | O-11 Combo Other/TN(%)  | >= 95%           |              |                    |              |                |                |                    |                   |            |
| B.1.18.5                   | O-11 xDSL (ADSL, HDSL and UCL)/TN(%)  | >= 95%           |              |                    | 100.00%      | 10             |                |                    |                   | YES        |
| B.1.18.6                   | O-11 ISDN Loop (UDN, UDC)/TN(%)   | >= 95%           |              |                    | 95.24%       | 42             |                |                    |                   | YES        |
| B.1.18.7                   | O-11 Line Sharing/TN(%) O-11 2W Analog Loop Design/TN(%)  | >= 95%           |              |                    | 95.24%       | 504            |                |                    |                   | YES        |
| B.1.18.8<br>B.1.18.9       | O-11 2W Analog Loop Design/TN(%) O-11 2W Analog Loop Non-Design/TN(%)   | >= 95%           |              |                    | 95.24%       | 504            |                |                    |                   | YES        |
| B.1.18.10                  | O-11   2W Analog Loop Non-Design/TN(%)   O-11   2W Analog Loop w/INP Design/TN(%)   | >= 95%<br>>= 95% |              |                    |              |                |                |                    |                   | 1          |
| B.1.18.11                  | O-11 2W Analog Loop w/INP Non-Design/TN(%)  | >= 95%<br>>= 95% |              |                    |              |                |                |                    |                   |            |
| B.1.18.12                  | O-11 2W Analog Loop w/LNP Design/TN(%)  | >= 95%           |              |                    | 100.00%      | 117            |                |                    |                   | YES        |
| B.1.18.13                  | O-11 2W Analog Loop w/LNP Non-Design/TN(%)  | >= 95%           |              |                    | 100.0070     |                |                |                    |                   |            |
| B.1.18.14                  | O-11 Other Design/TN(%)   | >= 95%           |              |                    | 77.78%       | 27             |                |                    |                   | NO         |
| B.1.18.15                  | O-11 Other Non-Design/TN(%)   | >= 95%           |              |                    |              |                |                |                    |                   |            |
| B.1.18.16                  | O-11 INP Standalone/TN(%)   | >= 95%           |              |                    |              |                |                |                    |                   |            |
| B.1.18.17                  | O-11 LNP Standalone/TN(%)   | >= 95%           |              |                    | 100.00%      | 235            |                |                    |                   | YES        |
|                            | FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized  |                  |              |                    |              |                |                |                    |                   |            |
| B.1.19.1                   | O-11   Switch Ports/TN(%)   | >= 95%           |              |                    |              |                |                |                    |                   |            |
| B.1.19.2                   | O-11 Local Interoffice Transport/TN(%)  | >= 95%           |              |                    | 87.50%       | 8              |                |                    |                   | NO         |
| B.1.19.3                   | O-11 Loop + Port Combinations/TN(%)   | >= 95%           |              |                    | 91.55%       | 438            |                |                    |                   | NO         |
| B.1.19.4                   | O-11 Combo Other/TN(%)  | >= 95%           |              |                    | 0.1.9070     |                |                |                    |                   |            |
| B.1.19.5                   | O-11 xDSL (ADSL, HDSL and UCL)/TN(%)  | >= 95%           |              |                    | 92.51%       | 307            |                |                    |                   | NO         |
| B.1.19.6                   | O-11 ISDN Loop (UDN, UDC)/TN(%)   | >= 95%           |              |                    | 91.85%       | 233            |                |                    |                   | NO         |
| B.1.19.7                   | O-11 Line Sharing/TN(%)   | >= 95%           |              |                    | 97.18%       | 71             |                |                    |                   | YES        |
| B.1.19.8                   | O-11 2W Analog Loop Design/TN(%)  | >= 95%           |              |                    | 90.45%       | 335            |                |                    |                   | NO         |
| B.1.19.9                   | O-11 2W Analog Loop Non-Design/TN(%)  | >= 95%           |              |                    | 92.54%       | 268            |                |                    |                   | NO         |
| B.1.19.10                  | O-11 2W Analog Loop w/INP Design/TN(%)  | >= 95%           |              |                    | 87.16%       | 109            |                |                    |                   | NO         |
| B.1.19.11                  | O-11 2W Analog Loop w/INP Non-Design/TN(%)  | >= 95%           |              |                    |              |                |                |                    |                   | 1/50       |
| B.1.19.12                  | O-11 2W Analog Loop w/LNP Design/TN(%)  | >= 95%           |              |                    | 100.00%      | 232            |                |                    |                   | YES        |
| B.1.19.13                  | O-11 2W Analog Loop w/LNP Non-Design/TN(%)  | >= 95%           |              |                    | 00.000/      | 236            |                |                    |                   | NO         |
| B.1.19.14<br>B.1.19.15     | O-11 Other Design/TN(%) O-11 Other Non-Design/TN(%)   | >= 95%<br>>= 95% |              |                    | 86.02%       | 236            |                |                    |                   | NO         |
| B.1.19.16                  | O-11 INP Standalone/TN(%)   | >= 95%           |              |                    |              |                |                |                    |                   | 1          |
| B.1.19.17                  | O-11 LNP Standalone/TN(%)   | >= 95%           |              |                    | 100.00%      | 423            |                |                    |                   | YES        |
| D.11.10.17                 | OTT EN Standard (14/8)  | >= 3576          |              |                    | 100.0070     | 420            |                |                    |                   | 120        |
|                            |   |                  |              |                    |              |                |                |                    |                   |            |
|                            | Unbundled Network Elements - Provisioning   |                  |              |                    |              |                |                |                    |                   |            |
|                            | Order Completion Interval   |                  |              |                    |              |                |                |                    |                   |            |
| B.2.1.1.1.1                | P-4 Switch Ports/<10 circuits/Dispatch/TN(days)   | R&B (POTS)       | 5.28         | 24,419             |              |                | 6.406          |                    |                   |            |
| B.2.1.1.1.2                | P-4 Switch Ports/<10 circuits/Non-Dispatch/TN(days)   | R&B (POTS)       | 0.85         | 293,871            |              |                | 3.455          |                    |                   |            |
| B.2.1.1.2.1                | P-4 Switch Ports/>=10 circuits/Dispatch/TN(days)  | R&B (POTS)       | 9.59         | 74                 |              |                | 12.382         |                    |                   |            |
| B.2.1.1.2.2                | P-4 Switch Ports/>=10 circuits/Non-Dispatch/TN(days)  | R&B (POTS)       | 0.33         | 2                  |              |                | 0.000          |                    |                   |            |
| B.2.1.2.1.1                | P-4 Local Interoffice Transport/<10 circuits/Dispatch/TN(days)  | DS1/DS3          | 18.57        | 905                | 9.00         | 3              | 16.169         | 9.35081            | 1.0230            | YES        |
| B.2.1.2.1.2                | P-4 Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days)  | DS1/DS3          | <u> </u>     |                    |              |                |                |                    |                   |            |
| B.2.1.2.2.1                | P-4 Local Interoffice Transport/>=10 circuits/Dispatch/TN(days)   | DS1/DS3          | <u> </u>     |                    |              |                | ļ              |                    |                   |            |
| B.2.1.2.2.2                | P-4 Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days)   | DS1/DS3          | 5.07         | 0.1.000            | 4.74         | 110            | 0.505          | 0.50005            | 0.5750            | \/F0       |
| B.2.1.3.1.1                | P-4 Loop + Port Combinations/<10 circuits/Dispatch/TN(days)   | R&B              | 5.27         | 24,886             | 1.74         | 148            | 6.505          | 0.53632            | 6.5752            | YES        |
| B.2.1.3.1.2                | P-4 Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)   | R&B              | 0.85         | 295,165            | 0.69         | 3,667          | 3.457          | 0.05743            | 2.8237            | YES        |
| B.2.1.3.1.3                | P-4 Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(days) P-4 Loop + Port Combinations/<10 circuits/Dispatch In/TN(days) | R&B<br>R&B       | 0.33<br>1.51 | 165,101<br>130,067 | 0.35<br>1.18 | 2,155<br>1,512 | 0.477<br>5.104 | 0.01034<br>0.13203 | -1.0502<br>2.4859 | YES<br>YES |
| B.2.1.3.1.4<br>B.2.1.3.2.1 | P-4 Loop + Port Combinations/<10 circuits/Dispatch In/TN(days) P-4 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)           | R&B              | 1.51         | 130,067<br>82      | 1.18         | 1,512          | 12.520         | 6.41066            | 1.3040            | YES        |
| B.2.1.3.2.1<br>B.2.1.3.2.2 | P-4   Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)  | R&B<br>R&B       | 1.75         | 47                 | 0.33         | 1              | 1.989          | 2.01045            | 0.7065            | YES        |
| B.2.1.3.2.3                | P-4 Loop + Port Combinations/>=10 circuits/Nort-Dispatch/TN(days)   | R&B              | 0.46         | 20                 | 0.33         | 1              | 0.597          | 0.61174            | 0.7065            | YES        |
| B.2.1.3.2.4                | P-4 Loop + Port Combinations/>=10 circuits/Dispatch In/TN(days)   | R&B              | 2.70         | 27                 | 0.55         | <u> </u>       | 2.127          | 5.01174            | 0.2102            | 120        |
| B 2 1 4 1 1                | P-4 Combo Other/<10 circuits/Dispatch/TN(days)  | R&B&D - Disp     | 6.82         | 26.601             | t 1          |                | 14.254         |                    |                   |            |

R&B&D - Disp

6.82

26,601

14.254

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Combo Other/<10 circuits/Dispatch/TN(days)

B.2.1.4.1.1

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|                              |            | T  |
|------------------------------|------------|--|
| B.2.1.4.1.4                  | P-4        | Combo Other/<10 circuits/Dispatch In/TN(days)  |
| B.2.1.4.2.1                  | P-4        | Combo Other/>=10 circuits/Dispatch/TN(days)  |
| B.2.1.4.2.4                  | P-4        | Combo Other/>=10 circuits/Dispatch In/TN(days)   |
| B.2.1.5.3.1                  | P-4        | xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/TN(days)  |
| B.2.1.5.3.2                  | P-4        | xDSL (ADSL, HDSL and UCL)/<6 circuits/Non-Dispatch/TN(days)  |
| B.2.1.5.4.1                  | P-4        | xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN(days)  |
| B.2.1.5.4.2                  | P-4        | xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN(days)  |
| B.2.1.5.5.1                  | P-4        | xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN(days)  |
| B.2.1.5.5.2                  | P-4        | xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/TN(days)  |
| B.2.1.6.3.1                  | P-4        | UNE ISDN/<6 circuits/Dispatch/TN(days)   |
| B.2.1.6.3.2                  | P-4        | UNE ISDN/<6 circuits/Non-Dispatch/TN(days)   |
| B.2.1.6.4.1                  | P-4        | UNE ISDN/6-13 circuits/Dispatch/TN(days)   |
| B.2.1.6.4.2                  | P-4        | UNE ISDN/6-13 circuits/Non-Dispatch/TN(days)   |
| B.2.1.6.5.1                  | P-4        | UNE ISDN/>=14 circuits/Dispatch/TN(days)   |
| B.2.1.6.5.2                  | P-4        | UNE ISDN/>=14 circuits/Non-Dispatch/TN(days)   |
| B.2.1.7.3.1                  | P-4        | Line Sharing/<6 circuits/Dispatch/TN(days)   |
| B.2.1.7.3.2                  | P-4        | Line Sharing/<6 circuits/Non-Dispatch/TN(days)   |
| B.2.1.7.4.1                  | P-4        | Line Sharing/6-13 circuits/Dispatch/TN(days)   |
| B.2.1.7.4.2                  | P-4        | Line Sharing/6-13 circuits/Non-Dispatch/TN(days)   |
| B.2.1.7.5.1                  | P-4        | Line Sharing/>=14 circuits/Dispatch/TN(days)   |
| B.2.1.7.5.2                  | P-4        | Line Sharing/>=14 circuits/Non-Dispatch/TN(days)   |
| B.2.1.8.1.1                  | P-4        | 2W Analog Loop Design/<10 circuits/Dispatch/TN(days)   |
| B.2.1.8.1.2                  | P-4        | 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.1.8.2.1                  | P-4        | 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)  |
| B.2.1.8.2.2                  | P-4        | 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.1.9.1.1                  | P-4        | 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)   |
| B.2.1.9.1.4                  | P-4        | 2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(days)  |
| B.2.1.9.2.1                  | P-4        | 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)  |
| B.2.1.9.2.4                  | P-4        | 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(days)   |
| B.2.1.10.1.1                 | P-4        | 2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)   |
| B.2.1.10.1.2                 | P-4        | 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)   |
| B.2.1.10.2.1                 | P-4        | 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days)  |
| B.2.1.10.2.2                 | P-4        | 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.1.11.1.1                 | P-4<br>P-4 | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)   |
| B.2.1.11.1.4                 | P-4<br>P-4 | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(days)  |
| B.2.1.11.2.1                 | P-4<br>P-4 | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(days)  |
| B.2.1.11.2.4<br>B.2.1.12.1.1 | P-4<br>P-4 | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(days)   |
|                              | P-4<br>P-4 | 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)   |
| B.2.1.12.1.2<br>B.2.1.12.2.1 | P-4<br>P-4 | 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(days)  2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(days)  |
| B.2.1.12.2.1<br>B.2.1.12.2.2 | P-4<br>P-4 | 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(days)  2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days) |
| B.2.1.12.2.2<br>B.2.1.13.1.1 | P-4        | 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days)  |
| B.2.1.13.1.1<br>B.2.1.13.1.4 | P-4        | 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(days)  |
| B.2.1.13.1.4<br>B.2.1.13.2.1 | P-4        | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days)  |
| B.2.1.13.2.1                 | P-4        | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(days)   |
| B.2.1.13.2.4<br>B.2.1.14.1.1 | P-4        | Other Design/<10 circuits/Dispatch/TN(days)  |
| B.2.1.14.1.2                 | P-4        | Other Design/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.1.14.2.1                 | P-4        | Other Design/>=10 circuits/Dispatch/TN(days)   |
| B.2.1.14.2.1                 | P-4        | Other Design/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.1.15.1.1                 | P-4        | Other Non-Design/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.1.15.1.1<br>B.2.1.15.1.2 | P-4        | Other Non-Design/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.1.15.1.2<br>B.2.1.15.2.1 | P-4        | Other Non-Design/>=10 circuits/Dispatch/TN(days)   |
| B.2.1.15.2.1<br>B.2.1.15.2.2 | P-4<br>P-4 | Other Non-Design/>=10 circuits/Dispatch/TN(days)  Other Non-Design/>=10 circuits/Non-Dispatch/TN(days)                       |
| B.2.1.16.2.2<br>B.2.1.16.1.1 | P-4        | INP (Standalone)/<10 circuits/Dispatch/TN(days)  |
| B.2.1.16.1.1                 | P-4        | INP (Standalone)/<10 circuits/Dispatch/TN(days)  |
| B.2.1.16.1.2<br>B.2.1.16.2.1 | P-4        | INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)   |
| B.2.1.16.2.1                 | P-4        | INP (Standalone)/>=10 circuits/Dispatch/TN(days)   |
| B.2.1.17.1.1                 | P-4        | LNP (Standalone)/<10 circuits/Dispatch/TN(days)  |
| B.2.1.17.1.1<br>B.2.1.17.1.2 | P-4        | LNP (Standalone)/<10 circuits/Dispatch/TN(days)  |
| B.2.1.17.1.2<br>B.2.1.17.2.1 | P-4        | LNP (Standalone)/>=10 circuits/Dispatch/TN(days)   |
| B.2.1.17.2.1                 | P-4        | LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)   |
|                              | <u> </u>   | Em (Standarding): = 10 direction Dispatch (114(days)   |

| R&B&D - Disp ADSL to Retail SDN - BRI SDN -  | Benchmark /<br>Analog    |
|--|--------------------------|
| R&B&D - Disp ADSL to Retail ISDN - BRI ADSL to Retail ADSL to Reta | R&B&D - Disp             |
| ADSL to Retail ISDN - BRI ADSL to Retail ADS | R&B&D - Disp             |
| ADSL to Retail SDN - BRI ISDN - BRI ADSL to Retail ADSL  | R&B&D - Disp             |
| ADSL to Retail ADSL to Retail ADSL to Retail ADSL to Retail ISDN - BRI ADSL to Retail ADSL to Re | ADSL to Retail           |
| ADSL to Retail ADSL to Retail ADSL to Retail ISDN - BRI ADSL to Retail ADS |                          |
| ADSL to Retail ISDN - BRI ADSL to Retail R&B - Disp R | ADSL to Retail           |
| ISDN - BRI ADSL to Retail R&B - Disp | ADSL to Retail           |
| ISDN - BRI  |                          |
| ISDN - BRI  | ISDN - BRI               |
| ISDN - BRI ISDN - BRI ISDN - BRI ADSL to Retail ABSL to Retail R&B - Disp R&B (POTS) excl SB Or   | ISDN - BRI               |
| ISDN - BRI ISDN - BRI ISDN - BRI ADSL to Retail ABSL to Retail R&B - Disp R&B (POTS) excl SB Or   | ISDN - BRI               |
| ADSL to Retail R&B - Disp  | ISDN - BRI               |
| ADSL to Retail ABSL to Retail RBB - Disp R&B - Disp R | ISDN - BRI               |
| ADSL to Retail R&B - Disp R& |                          |
| ADSL to Retail ADSL to Retail ADSL to Retail ABSL to Retail R&B - Disp R&B (POTS) excl SB Or R&B (POTS) excl SB Or R&B (POTS) excl SB Or R&B (POTS)   |                          |
| ADSL to Retail ADSL to Retail ADSL to Retail R&B - Disp R&B (POTS) excl SB Or R&B (POTS) excl SB Or R&B (POTS) excl SB Or R&B (POTS)  |                          |
| R&B - Disp R&B (POTS) excl SB Or R&B - Disp R&B (POTS) excl SB Or   | ADSL to Retail           |
| R&B - Disp R&B (POTS) excl SB Or R&B (POTS) excl SB Or R&B (POTS) excl SB Or R&B - Disp R&B (POTS) excl SB Or R&B (POTS)  | ADSL to Retail           |
| R&B - Disp R&B (POTS) excl SB Or R&B - Disp R&B (POTS) excl SB Or R&B (POTS)   | R&B - Disp               |
| R&B - Disp R&B (POTS) excl SB Or R&B - Disp R&B (POTS) excl SB Or R&B (POTS)   | R&B - Disp               |
| R&B (POTS) excl SB Or R&B - Disp R&B (POTS) excl SB Or R&B - Disp R&B (POTS) excl SB Or Design Design Design R&B   | R&B - Disp               |
| R&B (POTS) excl SB Or R&B (POTS) excl SB Or R&B (POTS) excl SB Or R&B - Disp R&B (POTS) excl SB Or R&B (POTS)   | R&B (POTS) excl SB Or    |
| R&B (POTS) excl SB Or R&B - Disp R&B (POTS) excl SB Or R&B (POTS) excl SB Or R&B (POTS) excl SB Or R&B (POTS)  | R&B (POTS) excl SB Or    |
| R&B - Disp R&B (POTS) excl SB Or R&B (POTS) excl SB Or R&B (POTS) excl SB Or R&B - Disp R&B (POTS) excl SB Or R&B (POTS)   |                          |
| R&B - Disp R&B - Disp R&B - Disp R&B - Disp R&B (POTS) excl SB Or R&B - Disp R&B (POTS) excl SB Or Design Design Design Design R&B   | R&B (POTS) excl SB Or    |
| R&B - Disp R&B - Disp R&B - Disp R&B (POTS) excl SB Or R&B - Disp R&B (POTS) excl SB Or Design Design Design Design R&B  | R&B - Disp<br>R&B - Disp |
| R&B - Disp R&B (POTS) excl SB Or R&B - Disp R&B (POTS) excl SB Or R&B (POTS)   |                          |
| R&B (POTS) excl SB Or R&B - Disp R&B (POTS) excl SB Or R&B (POTS)   | R&B - Disp               |
| R&B (POTS) excl SB Or R&B (POTS) excl SB Or R&B - Disp R&B (POTS) excl SB Or Design Design Design Design R&B   | R&B (POTS) excl SB Or    |
| R&B (POTS) excl SB Or R&B - Disp R&B (POTS) excl SB Or Design Design Design Design R&B  |                          |
| R&B - Disp R&B (POTS) excl SB Or Design Design Design Design R&B  |                          |
| R&B - Disp R&B - Disp R&B - Disp R&B (POTS) excl SB Or Design Design Design Design R&B   | R&R - Disn               |
| R&B - Disp R&B - Disp R&B - Disp R&B (POTS) excl SB Or Design Design Design Design R&B   | R&B - Disp               |
| R&B - Disp R&B (POTS) excl SB Or Design Design Design Design R&B   | R&B - Disp               |
| R&B (POTS) excl SB Or<br>R&B (POTS) excl SB Or<br>R&B (POTS) excl SB Or<br>Design<br>Design<br>Design<br>Design<br>R&B<br>R&B<br>R&B<br>R&B<br>R&B<br>R&B<br>R&B (POTS)<br>R&B (POTS)<br>R&B (POTS)<br>R&B (POTS)<br>R&B (POTS)<br>R&B (POTS)  | R&B - Disp               |
| R&B (POTS) excl SB Or<br>R&B (POTS) excl SB Or<br>Design<br>Design<br>Design<br>Design<br>R&B<br>R&B<br>R&B<br>R&B<br>R&B<br>R&B<br>R&B (POTS)<br>R&B (POTS)<br>R&B (POTS)<br>R&B (POTS)<br>R&B (POTS)<br>R&B (POTS)   |                          |
| R&B (POTS) excl SB Or Design Design Design R&B   |                          |
| Design Design Design Design R&B R&B R&B R&B R&B R&B R&B R&B (POTS)  |                          |
| Design Design Design R&B R&B R&B R&B R&B R&B R&B R&B (POTS)   |                          |
| Design R&B R&B R&B R&B R&B R&B R&B (POTS)   |                          |
| R&B R&B R&B R&B R&B R&B (POTS)  |                          |
| R&B R&B R&B R&B R&B (POTS)  |                          |
| R&B<br>R&B<br>R&B (POTS)<br>R&B (POTS)<br>R&B (POTS)<br>R&B (POTS)<br>R&B (POTS)<br>R&B (POTS)<br>R&B (POTS)   |                          |
| R&B R&B (POTS)  |                          |
| R&B (POTS)   |                          |
| R&B (POTS) R&B (POTS) R&B (POTS) R&B (POTS) R&B (POTS)   |                          |
| R&B (POTS)<br>R&B (POTS)<br>R&B (POTS)<br>R&B (POTS)   |                          |
| R&B (POTS)<br>R&B (POTS)<br>R&B (POTS)   |                          |
| R&B (POTS)<br>R&B (POTS)   |                          |
| R&B (POTS)   | R&B (POTS)               |
|  | R&B (POTS)               |
| R&B (POTS)   | R&B (POTS)               |

| BST<br>Measure | BST<br>Volume    | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore  | Equity |
|----------------|------------------|-----------------|----------------|-----------------------|-------------------|---------|--------|
| 44.00          | 00               |                 |                | 00.740                |                   |         |        |
| 11.93          | 83               |                 |                | 20.716                |                   |         |        |
| 3.48           | 264              | 4.55            | 172            | 3.893                 | 0.38142           | -2.8053 | NO     |
| 3.10           | 73               |                 |                | 1.641                 |                   |         |        |
|                |                  | 4.00            | 1              |                       |                   |         |        |
| -              |                  |                 |                |                       |                   |         |        |
|                |                  |                 |                |                       |                   |         |        |
| 14.18          | 377              | 10.86           | 116            | 9.294                 | 0.98682           | 3.3644  | YES    |
| 1.52           | 488              |                 |                | 2.949                 |                   |         |        |
| 18.00<br>0.33  | 1                |                 |                | 0.000                 |                   |         |        |
| 0.33           | 1                |                 |                | 0.000                 |                   |         |        |
|                |                  |                 |                |                       |                   |         |        |
| 3.48           | 264              |                 |                | 3.893                 |                   |         |        |
| 3.10           | 73               | 3.45            | 44             | 1.641                 | 0.31325           | -1.1173 | YES    |
|                |                  |                 |                |                       |                   |         |        |
| -              |                  |                 |                |                       |                   |         |        |
|                |                  |                 |                |                       |                   |         |        |
| 5.27           | 24,886           | 5.00            | 165            | 6.505                 | 0.50811           | 0.5285  | YES    |
| 5.27           | 24,886           | 0.00            |                | 6.505                 | 40.50574          | 0.0000  | \/F0   |
| 10.11<br>10.11 | 82<br>82         | 6.00            | 1              | 12.520<br>12.520      | 12.59571          | 0.3263  | YES    |
| 5.28           | 24,419           |                 |                | 6.406                 |                   |         |        |
| 1.50           | 129,374          |                 |                | 5.105                 |                   |         |        |
| 9.59           | 74               |                 |                | 12.382                |                   |         |        |
|                |                  |                 |                |                       |                   |         |        |
| 5.27           | 24,886           | 5.00            | 11             | 6.505                 | 6.50543           | 0.0413  | YES    |
| 5.27<br>10.11  | 24,886<br>82     |                 |                | 6.505<br>12.520       |                   |         |        |
| 10.11          | 82               |                 |                | 12.520                |                   |         |        |
| 5.28           | 24,419           |                 |                | 6.406                 |                   |         |        |
| 1.50           | 129,374          |                 |                | 5.105                 |                   |         |        |
| 9.59           | 74               |                 |                | 12.382                |                   |         |        |
| 5.07           | 04.000           | 4.00            | 100            | 0.505                 | 0.57047           | 0.7000  | \/F0   |
| 5.27<br>5.27   | 24,886<br>24,886 | 4.83            | 128            | 6.505<br>6.505        | 0.57647           | 0.7608  | YES    |
| 10.11          | 82               | 4.00            | 1              | 12.520                | 12.59571          | 0.4851  | YES    |
| 10.11          | 82               |                 | · ·            | 12.520                | 12.00011          | 0.1001  |        |
| 5.28           | 24,419           |                 |                | 6.406                 |                   |         |        |
| 1.50           | 129,374          |                 |                | 5.105                 |                   |         |        |
| 9.59           | 74               |                 |                | 12.382                |                   |         |        |
| 29.23          | 1,718            | 7.79            | 54             | 44.685                | 6.17563           | 3.4717  | YES    |
| 12.27          | 392              | 7.75            | 34             | 22.078                | 0.17303           | 3.4717  | 110    |
| 161.00         | 1                |                 |                | 0.000                 |                   |         |        |
| 2.35           | 17               |                 |                | 2.693                 |                   |         |        |
| 5.27           | 24,886           | 7.22            | 9              | 6.505                 | 2.16883           | -0.9008 | YES    |
| 0.85           | 295,165          | 0.33            | 2              | 3.457                 | 2.44419           | 0.2138  | YES    |
| 10.11<br>1.75  | 82<br>47         |                 |                | 12.520<br>1.989       |                   |         |        |
| 5.28           | 24,419           |                 |                | 6.406                 |                   |         |        |
| 0.85           | 293,871          | 0.33            | 2              | 3.455                 | 2.44271           | 0.2122  | YES    |
| 9.59           | 74               |                 |                | 12.382                |                   |         |        |
| 0.33           | 2                |                 | -              | 0.000                 |                   |         |        |
| 5.28           | 24,419           | 4.00            | 1              | 6.406                 | 6.40583           | 0.1996  | YES    |
| 0.85           | 293,871          | 0.53            | 303            | 3.455                 | 0.19856           | 1.6030  | YES    |
| 9.59<br>0.33   | 74<br>2          | 0.50            | 4              | 12.382<br>0.000       | 0.00000           |         | NO     |
| 0.55           |                  | 0.50            | 4              | 0.000                 | 0.00000           |         | INO    |

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|                              | Tenn       | essee, August 2001   | Benchmark /<br>Analog  | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore  | Equity     |
|------------------------------|------------|--|------------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|---------|------------|
|                              |            |  | Analog                 | Weasure        | volunie       | Weasure         | volunie        | Deviation             | LIIOI             | 230016  | Equity     |
| B.2.1.18.1.1                 | P-4        | Digital Loop < DS1/<10 circuits/Dispatch/TN(days)  | Digital Loop < DS1     | 23.51          | 199           | 7.33            | 263            | 28.183                | 2.64790           | 6.1109  | YES        |
| B.2.1.18.1.2                 | P-4        | Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)  | Digital Loop < DS1     | 7.45           | 217           |                 |                | 6.771                 |                   |         |            |
| B.2.1.18.2.1                 | P-4        | Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)   | Digital Loop < DS1     |                |               | 4.00            | 1              |                       |                   |         |            |
| B.2.1.18.2.2                 | P-4        | Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)   | Digital Loop < DS1     |                |               |                 |                |                       |                   |         |            |
| B.2.1.19.1.1                 | P-4        | Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)   | Digital Loop >= DS1    | 18.59          | 153           | 6.22            | 124            | 16.080                | 1.94297           | 6.3641  | YES        |
| B.2.1.19.1.2                 | P-4        | Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(days)   | Digital Loop >= DS1    | 10.94          | 39            |                 |                | 35.704                |                   |         |            |
| B.2.1.19.2.1<br>B.2.1.19.2.2 | P-4<br>P-4 | Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days) Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days)  | Digital Loop >= DS1    | 1              |               |                 |                |                       |                   |         |            |
| D.Z.1.19.Z.Z                 |            |  | Digital Loop >= DS1    |                |               |                 |                | 1                     |                   |         |            |
| D 0 0 4                      |            | Completion Interval within X days  |                        |                |               | 5.00            |                |                       |                   |         | VE0.       |
| B.2.2.1<br>B.2.2.2           | P-4<br>P-4 | xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/TN(days) xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/TN(days) | 14 days<br>7 days      |                |               | 5.00<br>4.55    | 1<br>171       |                       |                   |         | YES<br>YES |
| D.Z.Z.Z                      |            |  | r days                 |                |               | 4.55            | 171            |                       |                   |         | TES        |
|                              | Held O     |  | •                      |                |               |                 |                |                       |                   |         |            |
| B.2.3.1.1.1                  | P-1        | Switch Ports/<10 circuits/Facility/TN(days)  | R&B (POTS)             | 7.52           | 145           |                 |                | 7.640                 |                   |         |            |
| B.2.3.1.1.2                  | P-1        | Switch Ports/<10 circuits/Equipment/TN(days)   | R&B (POTS)             | 0.00           | 0             |                 |                |                       |                   |         |            |
| B.2.3.1.1.3                  | P-1        | Switch Ports/<10 circuits/Other/TN(days)   | R&B (POTS)             | 8.69           | 16            |                 |                | 14.018                |                   |         |            |
| B.2.3.1.2.1                  | P-1        | Switch Ports/>=10 circuits/Facility/TN(days)   | R&B (POTS)             | 0.00           | 0             |                 |                |                       |                   |         |            |
| B.2.3.1.2.2                  | P-1        | Switch Ports/>=10 circuits/Equipment/TN(days)  | R&B (POTS)             | 0.00           | 0             |                 |                |                       |                   |         |            |
| B.2.3.1.2.3                  | P-1        | Switch Ports/>=10 circuits/Other/TN(days)  | R&B (POTS)             | 0.00           | 0             |                 |                |                       |                   |         |            |
| B.2.3.2.1.1                  | P-1        | Local Interoffice Transport/<10 circuits/Facility/TN(days)   | DS1/ DS3 - Interoffice | 0.00           | 0             | 0.00            | 0              |                       |                   |         | YES        |
| B.2.3.2.1.2                  | P-1        | Local Interoffice Transport/<10 circuits/Equipment/TN(days)  | DS1/ DS3 - Interoffice | 0.00           | 0             | 0.00            | 0              | 0.547                 |                   |         | YES        |
| B.2.3.2.1.3                  | P-1        | Local Interoffice Transport/<10 circuits/Other/TN(days)  | DS1/ DS3 - Interoffice | 4.50           | 4             | 0.00            | 0              | 2.517                 |                   |         | YES        |
| B.2.3.2.2.1                  | P-1        | Local Interoffice Transport/>=10 circuits/Facility/TN(days)  | DS1/ DS3 - Interoffice |                |               |                 |                |                       |                   |         |            |
| B.2.3.2.2.2                  | P-1        | Local Interoffice Transport/>=10 circuits/Equipment/TN(days)   | DS1/ DS3 - Interoffice |                |               |                 |                |                       |                   |         |            |
| B.2.3.2.2.3                  | P-1        | Local Interoffice Transport/>=10 circuits/Other/TN(days)   | DS1/ DS3 - Interoffice | 7.50           | 1.15          | 47.00           |                | 7.040                 | 7.00070           | 4.0000  | V/F0       |
| B.2.3.3.1.1                  | P-1        | Loop + Port Combinations/<10 circuits/Facility/TN(days)  | R&B                    | 7.52           | 145           | 17.00           | 1              | 7.640                 | 7.66670           | -1.2360 | YES        |
| B.2.3.3.1.2<br>B.2.3.3.1.3   | P-1        | Loop + Port Combinations/<10 circuits/Equipment/TN(days)   | R&B<br>R&B             | 0.00           | 0             | 0.00            | 0              | 14.018                |                   |         | YES        |
| B.2.3.3.1.3<br>B.2.3.3.2.1   | P-1<br>P-1 | Loop + Port Combinations/<10 circuits/Other/TN(days)  Loop + Port Combinations/>=10 circuits/Facility/TN(days)   | R&B<br>R&B             | 8.69<br>0.00   | 16<br>0       | 0.00            | 0              | 14.018                |                   |         | YES<br>YES |
| B.2.3.3.2.1<br>B.2.3.3.2.2   | P-1        | Loop + Port Combinations/>=10 circuits/Facility/TN(days)  Loop + Port Combinations/>=10 circuits/Equipment/TN(days)  | R&B                    | 0.00           | 0             | 0.00            | 0              | -                     |                   |         | YES        |
| B.2.3.3.2.3                  | P-1        | Loop + Port Combinations/>=10 circuits/Equipment/TN(days)  | R&B                    | 0.00           | 0             | 0.00            | 0              |                       |                   |         | YES        |
| B.2.3.4.1.1                  | P-1        | Combo Other/<10 circuits/Facility/TN(days)   | R&B&D - Disp           | 11.65          | 160           | 0.00            | 0              | 26.495                |                   |         | ILO        |
| B.2.3.4.1.2                  | P-1        | Combo Other/<10 circuits/Facility/ FN(days)  | R&B&D - Disp           | 0.00           | 0             |                 |                | 20.433                |                   |         |            |
| B.2.3.4.1.3                  | P-1        | Combo Other/<10 circuits/Equipment/1N(days)  | R&B&D - Disp           | 11.32          | 19            |                 |                | 14.469                |                   |         |            |
| B.2.3.4.2.1                  | P-1        | Combo Other/>=10 circuits/Facility/TN(days)  | R&B&D - Disp           | 0.00           | 0             |                 |                | 14.400                |                   |         |            |
| B.2.3.4.2.2                  | P-1        | Combo Other/>=10 circuits/Equipment/TN(days)   | R&B&D - Disp           | 0.00           | 0             |                 |                |                       |                   |         |            |
| B.2.3.4.2.3                  | P-1        | Combo Other/>=10 circuits/Other/TN(days)   | R&B&D - Disp           | 0.00           | 0             |                 |                |                       |                   |         |            |
| B.2.3.5.1.1                  | P-1        | xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/TN(days)   | ADSL to Retail         | 14.10          | 10            | 0.00            | 0              | 14.933                |                   |         | YES        |
| B.2.3.5.1.2                  | P-1        | xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/TN(days)  | ADSL to Retail         | 0.00           | 0             | 0.00            | 0              |                       |                   |         | YES        |
| B.2.3.5.1.3                  | P-1        | xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/TN(days)  | ADSL to Retail         | 0.00           | 0             | 0.00            | 0              |                       |                   |         | YES        |
| B.2.3.5.2.1                  | P-1        | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/TN(days)  | ADSL to Retail         | 0.00           | 0             | 0.00            | 0              |                       |                   |         | YES        |
| B.2.3.5.2.2                  | P-1        | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/TN(days)   | ADSL to Retail         | 0.00           | 0             | 0.00            | 0              |                       |                   |         | YES        |
| B.2.3.5.2.3                  | P-1        | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/TN(days)   | ADSL to Retail         | 0.00           | 0             | 0.00            | 0              |                       |                   |         | YES        |
| B.2.3.6.1.1                  | P-1        | UNE ISDN/<10 circuits/Facility/TN(days)  | ISDN - BRI             | 64.56          | 9             | 0.00            | 0              | 93.157                |                   |         | YES        |
| B.2.3.6.1.2                  | P-1        | UNE ISDN/<10 circuits/Equipment/TN(days)   | ISDN - BRI             | 0.00           | 0             | 0.00            | 0              |                       |                   |         | YES        |
| B.2.3.6.1.3                  | P-1        | UNE ISDN/<10 circuits/Other/TN(days)   | ISDN - BRI             | 0.00           | 0             | 0.00            | 0              |                       |                   |         | YES        |
| B.2.3.6.2.1                  | P-1        | UNE ISDN/>=10 circuits/Facility/TN(days)   | ISDN - BRI             |                |               |                 |                |                       |                   |         |            |
| B.2.3.6.2.2                  | P-1        | UNE ISDN/>=10 circuits/Equipment/TN(days)  | ISDN - BRI             |                |               |                 |                |                       |                   |         |            |
| B.2.3.6.2.3                  | P-1        | UNE ISDN/>=10 circuits/Other/TN(days)  | ISDN - BRI             |                |               |                 |                |                       |                   |         |            |
| B.2.3.7.1.1                  | P-1        | Line Sharing/<10 circuits/Facility/TN(days)  | ADSL to Retail         | 14.10          | 10            | 0.00            | 0              | 14.933                |                   |         | YES        |
| B.2.3.7.1.2                  | P-1        | Line Sharing/<10 circuits/Equipment/TN(days)   | ADSL to Retail         | 0.00           | 0             | 0.00            | 0              |                       |                   |         | YES        |
| B.2.3.7.1.3                  | P-1        | Line Sharing/<10 circuits/Other/TN(days)   | ADSL to Retail         | 0.00           | 0             | 0.00            | 0              |                       |                   |         | YES        |
| B.2.3.7.2.1                  | P-1        | Line Sharing/>=10 circuits/Facility/TN(days)   | ADSL to Retail         | 0.00           | 0             |                 |                | 1                     |                   |         |            |
| B.2.3.7.2.2                  | P-1        | Line Sharing/>=10 circuits/Equipment/TN(days)  | ADSL to Retail         | 0.00           | 0             |                 |                |                       |                   |         |            |
| B.2.3.7.2.3                  | P-1        | Line Sharing/>=10 circuits/Other/TN(days)  | ADSL to Retail         | 0.00           | 0             | 0.00            |                | 7.010                 | 7.000=0           | 0.5667  | \/F3       |
| B.2.3.8.1.1                  | P-1        | 2W Analog Loop Design/<10 circuits/Facility/TN(days)   | R&B - Disp             | 7.52           | 145           | 3.00            | 1              | 7.640                 | 7.66670           | 0.5901  | YES        |
| B.2.3.8.1.2                  | P-1        | 2W Analog Loop Design/<10 circuits/Equipment/TN(days)  | R&B - Disp             | 0.00           | 0             | 0.00            | 0              | 44054                 | 4470540           | 0.0405  | YES        |
| B.2.3.8.1.3                  | P-1<br>P-1 | 2W Analog Loop Design/<10 circuits/Other/TN(days)  | R&B - Disp             | 8.69<br>0.00   | 16            | 8.00<br>0.00    | 1              | 14.354                | 14.79546          | 0.0465  | YES        |
| B.2.3.8.2.1                  | P-1<br>P-1 | 2W Analog Loop Design/>=10 circuits/Facility/TN(days)  | R&B - Disp             | 0.00           | 0             | 0.00            | 0              | 1                     |                   |         | YES<br>YES |
| B.2.3.8.2.2                  | P-1        | 2W Analog Loop Design/>=10 circuits/Equipment/TN(days)   | R&B - Disp             | 0.00           | U             | 0.00            | 0              | 1                     |                   |         | TES        |

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Tennessee, August 2001 B.2.3.8.2.3 2W Analog Loop Design/>=10 circuits/Other/TN(days) B.2.3.9.1.1 2W Analog Loop Non-Design/<10 circuits/Facility/TN(days) B.2.3.9.1.2 2W Analog Loop Non-Design/<10 circuits/Equipment/TN(days) B.2.3.9.1.3 2W Analog Loop Non-Design/<10 circuits/Other/TN(days) B 2 3 9 2 1 2W Analog Loop Non-Design/>=10 circuits/Facility/TN(days) B.2.3.9.2.2 2W Analog Loop Non-Design/>=10 circuits/Equipment/TN(days) B23923 2W Analog Loop Non-Design/>=10 circuits/Other/TN(days) B.2.3.10.1.1 2W Analog Loop w/INP Design/<10 circuits/Facility/TN(days) 2W Analog Loop w/INP Design/<10 circuits/Equipment/TN(days) B 2 3 10 1 2 B.2.3.10.1.3 2W Analog Loop w/INP Design/<10 circuits/Other/TN(days) B.2.3.10.2.1 2W Analog Loop w/INP Design/>=10 circuits/Facility/TN(days) B.2.3.10.2.2 2W Analog Loop w/INP Design/>=10 circuits/Equipment/TN(days) B.2.3.10.2.3 2W Analog Loop w/INP Design/>=10 circuits/Other/TN(days) B.2.3.11.1.1 2W Analog Loop w/INP Non-Design/<10 circuits/Facility/TN(days) 2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/TN(days) B.2.3.11.1.2 B.2.3.11.1.3 2W Analog Loop w/INP Non-Design/<10 circuits/Other/TN(days) B.2.3.11.2.1 2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/TN(days) 2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/TN(days) B.2.3.11.2.2 B.2.3.11.2.3 2W Analog Loop w/INP Non-Design/>=10 circuits/Other/TN(days) B.2.3.12.1.1 2W Analog Loop w/LNP Design/<10 circuits/Facility/TN(days) B.2.3.12.1.2 2W Analog Loop w/LNP Design/<10 circuits/Equipment/TN(days) 2W Analog Loop w/LNP Design/<10 circuits/Other/TN(days) B.2.3.12.1.3 B.2.3.12.2.1 2W Analog Loop w/LNP Design/>=10 circuits/Facility/TN(days) 2W Analog Loop w/LNP Design/>=10 circuits/Equipment/TN(days) B.2.3.12.2.2 B.2.3.12.2.3 2W Analog Loop w/LNP Design/>=10 circuits/Other/TN(days) B.2.3.13.1.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/TN(days) B.2.3.13.1.2 2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/TN(days) B.2.3.13.1.3 2W Analog Loop w/LNP Non-Design/<10 circuits/Other/TN(days) B.2.3.13.2.1 2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/TN(days B.2.3.13.2.2 2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/TN(days) B.2.3.13.2.3 2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/TN(days) B.2.3.14.1.1 Other Design/<10 circuits/Facility/TN(days) B.2.3.14.1.2 Other Design/<10 circuits/Equipment/TN(days B.2.3.14.1.3 Other Design/<10 circuits/Other/TN(days) B 2 3 14 2 1 Other Design/>=10 circuits/Facility/TN(days) B.2.3.14.2.2 Other Design/>=10 circuits/Equipment/TN(days) B 2 3 14 2 3 Other Design/>=10 circuits/Other/TN(days) B.2.3.15.1.1 Other Non-Design/<10 circuits/Facility/TN(days) B 2 3 15 1 2 Other Non-Design/<10 circuits/Equipment/TN(days) B.2.3.15.1.3 Other Non-Design/<10 circuits/Other/TN(days) B.2.3.15.2.1 Other Non-Design/>=10 circuits/Facility/TN(days) B.2.3.15.2.2 Other Non-Design/>=10 circuits/Equipment/TN(days) Other Non-Design/>=10 circuits/Other/TN(days) B.2.3.15.2.3 B.2.3.16.1.1 INP (Standalone)/<10 circuits/Facility/TN(days) B.2.3.16.1.2 INP (Standalone)/<10 circuits/Equipment/TN(days) B 2 3 16 1 3 INP (Standalone)/<10 circuits/Other/TN(days) B.2.3.16.2.1 INP (Standalone)/>=10 circuits/Facility/TN(days) B.2.3.16.2.2 INP (Standalone)/>=10 circuits/Equipment/TN(days) B.2.3.16.2.3 INP (Standalone)/>=10 circuits/Other/TN(days) B.2.3.17.1.1 LNP (Standalone)/<10 circuits/Facility/TN(days) B.2.3.17.1.2 LNP (Standalone)/<10 circuits/Equipment/TN(days) LNP (Standalone)/<10 circuits/Other/TN(days) B.2.3.17.1.3 B.2.3.17.2.1 LNP (Standalone)/>=10 circuits/Facility/TN(days) B.2.3.17.2.2 LNP (Standalone)/>=10 circuits/Equipment/TN(days) B.2.3.17.2.3 LNP (Standalone)/>=10 circuits/Other/TN(days) B.2.3.18.1.1 Digital Loop < DS1/<10 circuits/Facility/TN(days) B.2.3.18.1.2 Digital Loop < DS1/<10 circuits/Equipment/TN(days)

Digital Loop < DS1/<10 circuits/Other/TN(days)

Digital Loop < DS1/>=10 circuits/Facility/TN(days)

Digital Loop < DS1/>=10 circuits/Other/TN(days)

Digital Loop < DS1/>=10 circuits/Equipment/TN(days)

B.2.3.18.1.3 B.2.3.18.2.1

B 2 3 18 2 2

B.2.3.18.2.3

| Benchmark /<br>Analog                          | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore | Equity     |
|--|----------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|------------|
| Analog   | Weasure        | Volume        | Weasure         | Volume         | Deviation             | Liioi             | 200016 | Equity     |
| R&B - Disp                                     | 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES        |
| R&B (POTS) excl SB Or                          | 7.52           | 145           | 0.00            | 0              | 7.640                 |                   |        | YES        |
| R&B (POTS) excl SB Or<br>R&B (POTS) excl SB Or | 0.00<br>8.69   | 0<br>16       | 0.00            | 0              | 14.018                |                   |        | YES<br>YES |
| R&B (POTS) excl SB Or                          | 0.00           | 0             | 0.00            | U              | 14.016                |                   |        | TES        |
| R&B (POTS) excl SB Or                          | 0.00           | 0             |                 |                |                       |                   |        |            |
| R&B (POTS) excl SB Or                          | 0.00           | 0             | 1               |                |                       |                   |        |            |
| R&B - Disp                                     | 7.52           | 145           | 0.00            | 0              | 7.640                 |                   |        | YES        |
| R&B - Disp                                     | 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES        |
| R&B - Disp                                     | 8.69           | 16            | 0.00            | 0              | 14.354                |                   |        | YES        |
| R&B - Disp                                     | 0.00           | 0             |                 |                |                       |                   |        |            |
| R&B - Disp                                     | 0.00           | 0             |                 |                |                       |                   |        |            |
| R&B - Disp                                     | 0.00           | 0             |                 |                |                       |                   |        |            |
| R&B (POTS) excl SB Or                          | 7.52           | 145           |                 |                | 7.640                 |                   |        |            |
| R&B (POTS) excl SB Or                          | 0.00           | 0             |                 |                | <b></b>               |                   |        |            |
| R&B (POTS) excl SB Or                          | 8.69           | 16            |                 |                | 14.018                |                   |        |            |
| R&B (POTS) excl SB Or                          | 0.00           | 0             |                 |                |                       |                   |        |            |
| R&B (POTS) excl SB Or                          | 0.00           | 0             | <u> </u>        |                | 1                     |                   |        |            |
| R&B (POTS) excl SB Or<br>R&B - Disp            | 7.52           | 145           | 0.00            | 0              | 7.640                 |                   |        | YES        |
| R&B - Disp                                     | 0.00           | 0             | 0.00            | 0              | 7.040                 |                   |        | YES        |
| R&B - Disp                                     | 8.69           | 16            | 0.00            | 0              | 14.354                |                   |        | YES        |
| R&B - Disp                                     | 0.00           | 0             | 0.00            | 0              | 14.554                |                   |        | YES        |
| R&B - Disp                                     | 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES        |
| R&B - Disp                                     | 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES        |
| R&B (POTS) excl SB Or                          | 7.52           | 145           |                 |                | 7.640                 |                   |        |            |
| R&B (POTS) excl SB Or                          | 0.00           | 0             |                 |                |                       |                   |        |            |
| R&B (POTS) excl SB Or                          | 8.69           | 16            |                 |                | 14.018                |                   |        |            |
| R&B (POTS) excl SB Or                          | 0.00           | 0             |                 |                |                       |                   |        |            |
| R&B (POTS) excl SB Or                          | 0.00           | 0             |                 |                |                       |                   |        |            |
| R&B (POTS) excl SB Or                          | 0.00           | 0             |                 |                |                       |                   |        |            |
| Design   | 48.38          | 16            | 0.00            | 0              | 72.186                |                   |        | YES        |
| Design   | 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES        |
| Design   | 19.25          | 0             | 0.00            | 0              | 13.720                |                   |        | YES        |
| Design<br>Design                               | 0.00           | 0             |                 |                | -                     |                   |        |            |
| Design   | 0.00           | 0             | 1               |                |                       |                   |        |            |
| R&B  | 7.52           | 145           | 0.00            | 0              | 7.640                 |                   |        | YES        |
| R&B  | 0.00           | 0             | 0.00            | 0              | 7.040                 |                   |        | YES        |
| R&B  | 8.69           | 16            | 0.00            | 0              | 14.018                |                   |        | YES        |
| R&B  | 0.00           | 0             |                 |                |                       |                   |        |            |
| R&B  | 0.00           | 0             |                 |                |                       |                   |        |            |
| R&B  | 0.00           | 0             |                 |                |                       |                   |        |            |
| R&B (POTS)                                     | 7.52           | 145           | 0.00            | 0              | 7.640                 |                   |        | YES        |
| R&B (POTS)                                     | 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES        |
| R&B (POTS)                                     | 8.69           | 16            | 0.00            | 0              | 14.018                |                   |        | YES        |
| R&B (POTS)                                     | 0.00           | 0             |                 |                |                       |                   |        |            |
| R&B (POTS)                                     | 0.00           | 0             |                 |                |                       |                   |        |            |
| R&B (POTS)                                     | 0.00           | 0             | 0.00            |                | 7.040                 |                   |        | VE0        |
| R&B (POTS)                                     | 7.52<br>0.00   | 145<br>0      | 0.00            | 0              | 7.640                 |                   |        | YES<br>YES |
| R&B (POTS)<br>R&B (POTS)                       | 8.69           | 16            | 0.00            | 0              | 14.018                |                   |        | YES        |
| R&B (POTS)                                     | 0.00           | 0             | 0.00            | 0              | 14.016                |                   |        | YES        |
| R&B (POTS)                                     | 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES        |
| R&B (POTS)                                     | 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES        |
| Digital Loop < DS1                             | 0.00           | 0             | 0.00            | 0              |                       |                   |        | YES        |
| Digital Loop < DS1                             | 0.00           | 0             | 0.00            | 0              | 1                     |                   |        | YES        |
| Digital Loop < DS1                             | 3.00           | 2             | 0.00            | 0              | 0.000                 |                   |        | YES        |
| Digital Loop < DS1                             |                |               | 0.00            | 0              |                       |                   |        |            |
| Digital Loop < DS1                             |                |               | 0.00            | 0              |                       |                   |        |            |
| Digital Loop < DS1                             |                |               | 0.00            | 0              |                       |                   |        |            |

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|                    | remi       | lessee, August 2001  | Benchmark /             | 851     | 851     | CLEC    | CLEC     | Standard  | Standard |          |                        |
|--------------------|------------|--|-------------------------|---------|---------|---------|----------|-----------|----------|----------|------------------------|
|                    |            |  | Analog                  | Measure | Volume  | Measure | Volume   | Deviation | Error    | ZScore   | Equity                 |
|                    |            |  |                         |         |         |         |          |           |          |          |                        |
| B.2.3.19.1.1       | P-1        | Digital Loop >= DS1/<10 circuits/Facility/TN(days)                         | Digital Loop >= DS1     | 3.33    | 3       | 0.00    | 0        | 1.155     |          |          | YES                    |
| B.2.3.19.1.2       | P-1        | Digital Loop >= DS1/<10 circuits/Equipment/TN(days)                        | Digital Loop >= DS1     | 0.00    | 0       | 0.00    | 0        |           |          | L        | YES                    |
| B.2.3.19.1.3       | P-1        | Digital Loop >= DS1/<10 circuits/Other/TN(days)                            | Digital Loop >= DS1     | 272.50  | 2       | 0.00    | 0        | 181.726   |          | L        | YES                    |
| B.2.3.19.2.1       | P-1        | Digital Loop >= DS1/>=10 circuits/Facility/TN(days)                        | Digital Loop >= DS1     |         |         |         |          |           |          | L        |                        |
| B.2.3.19.2.2       | P-1        | Digital Loop >= DS1/>=10 circuits/Equipment/TN(days)                       | Digital Loop >= DS1     |         |         |         |          |           |          |          |                        |
| B.2.3.19.2.3       | P-1        | Digital Loop >= DS1/>=10 circuits/Other/TN(days)                           | Digital Loop >= DS1     |         |         |         |          |           |          | <u> </u> |                        |
|                    | % Jeor     | pardies - Mechanized   |                         |         |         |         |          |           |          |          |                        |
| B.2.5.1            | P-2        | Switch Ports/TN(%)   | R&B (POTS)              | 0.57%   | 336,457 |         |          |           |          |          |                        |
| B.2.5.2            | P-2        | Local Interoffice Transport/TN(%)  | DS1/ DS3 - Interoffice  | 47.06%  | 971     | 0.00%   | 3        |           | 0.28862  | 1.6307   | YES                    |
| B.2.5.3            | P-2        | Loop + Port Combinations/TN(%)   | R&B                     | 0.57%   | 338,338 | 0.42%   | 5,030    |           | 0.00107  | 1,4488   | YES                    |
| B.2.5.4            | P-2        | Combo Other/TN(%)  | R&B&D - Disp            | 7.32%   | 31.187  |         | -,       |           |          |          |                        |
| B.2.5.5            | P-2        | xDSL (ADSL, HDSL and UCL)/TN(%)  | ADSL to Retail          | 13.33%  | 3,661   | 1.54%   | 259      |           | 0.02185  | 5.3926   | YES                    |
| B.2.5.6            | P-2        | UNE ISDN/TN(%)   | ISDN - BRI              | 9.80%   | 918     | 0.81%   | 124      |           | 0.02845  | 3.1625   | YES                    |
| B.2.5.7            | P-2        | Line Sharing/TN(%)   | ADSL to Retail          | 13.33%  | 3,661   | 0.00%   | 46       |           | 0.05043  | 2.6433   | YES                    |
| B.2.5.8            | P-2        | 2W Analog Loop Design/TN(%)  | R&B - Disp              | 0.57%   | 338,338 | 3.88%   | 258      |           | 0.00470  | -7.0278  | NO                     |
| B.2.5.9            | P-2        | 2W Analog Loop Non-Design/TN(%)  | R&B (POTS) excl SB Or   | 1.12%   | 171,854 | 0.00%   | 1        |           | 0.10503  | 0.1062   | YES                    |
| B.2.5.10           | P-2        | 2W Analog Loop w/INP Design/TN(%)  | R&B - Disp              | 0.57%   | 338,338 | 0.00%   | 1        |           | 0.07547  | 0.0759   | YES                    |
| B.2.5.11           | P-2        | 2W Analog Loop w/INP Non-Design/TN(%)                                      | R&B (POTS) excl SB Or   | 1.12%   | 171,854 |         |          |           |          | ·        |                        |
| B.2.5.12           | P-2        | 2W Analog Loop w/LNP Design/TN(%)  | R&B - Disp              | 0.57%   | 338,338 | 0.00%   | 928      |           | 0.00248  | 2.3090   | YES                    |
| B.2.5.13           | P-2        | 2W Analog Loop w/LNP Non-Design/TN(%)                                      | R&B (POTS) excl SB Or   | 1.12%   | 171,854 |         |          |           |          | ·        |                        |
| B.2.5.14           | P-2        | Other Design/TN(%)   | Design                  | 14.55%  | 2,385   | 3.01%   | 133      |           | 0.03141  | 3.6740   | YES                    |
| B.2.5.15           | P-2        | Other Non-Design/TN(%)   | R&B                     | 0.57%   | 338,338 | 0.00%   | 12       |           | 0.02179  | 0.2629   | YES                    |
| B.2.5.16           | P-2        | INP (Standalone)/TN(%)   | R&B (POTS)              | 0.57%   | 336,457 | 0.00%   | 2        |           | 0.05322  | 0.1071   | YES                    |
| B.2.5.17           | P-2        | LNP (Standalone)/TN(%)   | R&B (POTS)              | 0.57%   | 336,457 | 0.00%   | 368      |           | 0.00393  | 1.4514   | YES                    |
| B.2.5.18           | P-2        | Digital Loop < DS1/TN(%)   | Digital Loop < DS1      | 12.07%  | 464     | 1.49%   | 335      |           | 0.02336  | 4.5284   | YES                    |
| B.2.5.19           | P-2        | Digital Loop >= DS1/TN(%)  | Digital Loop >= DS1     | 52.81%  | 231     | 26.92%  | 130      |           | 0.05473  | 4.7303   | YES                    |
|                    | % loor     | pardies - Non-Mechanized   |                         |         |         |         |          |           |          |          |                        |
| B.2.6.1            | P-2        | Switch Ports/TN(%)   | Diagnostic              |         |         |         |          |           |          |          | Diagnostic             |
| B.2.6.2            | P-2        | Local Interoffice Transport/TN(%)  | Diagnostic              |         |         |         |          |           |          |          | Diagnostic             |
| B.2.6.3            | P-2        | Loop + Port Combinations/TN(%)   | Diagnostic              |         |         | 0.00%   | 1        |           |          |          | Diagnostic             |
| B.2.6.4            | P-2        | Combo Other/TN(%)  | Diagnostic              |         |         | 0.0078  | <u> </u> |           |          |          | Diagnostic             |
| B.2.6.5            | P-2        | xDSL (ADSL, HDSL and UCL)/TN(%)  | Diagnostic              |         |         | 47.37%  | 19       |           |          |          | Diagnostic             |
| B.2.6.6            | P-2        | UNE ISDN/TN(%)   | Diagnostic              |         |         | 54.55%  | 33       |           |          |          | Diagnostic             |
| B.2.6.7            | P-2        | Line Sharing/TN(%)   | Diagnostic              |         |         | 04.0070 |          |           |          |          | Diagnostic             |
| B.2.6.8            | P-2        | 2W Analog Loop Design/TN(%)  | Diagnostic              |         |         | 52.00%  | 25       |           |          |          | Diagnostic             |
| B.2.6.9            | P-2        | 2W Analog Loop Non-Design/TN(%)  | Diagnostic              |         |         | 02.0070 | 20       |           |          |          | Diagnostic             |
| B.2.6.10           | P-2        | 2W Analog Loop w/INP Design/TN(%)  | Diagnostic              |         |         | 0.00%   | 1        |           |          |          | Diagnostic             |
| B.2.6.11           | P-2        | 2W Analog Loop w/INP Non-Design/TN(%)                                      | Diagnostic              |         |         | 0.00,0  |          |           |          |          | Diagnostic             |
| B.2.6.12           | P-2        | 2W Analog Loop w/LNP Design/TN(%)  | Diagnostic              |         |         | 5.00%   | 1,237    |           |          |          | Diagnostic             |
| B.2.6.13           | P-2        | 2W Analog Loop w/LNP Non-Design/TN(%)                                      | Diagnostic              |         |         | 0.00,0  | -,       |           |          |          | Diagnostic             |
| B.2.6.14           | P-2        | Other Design/TN(%)   | Diagnostic              |         |         | 60.00%  | 20       |           |          |          | Diagnostic             |
| B.2.6.15           | P-2        | Other Non-Design/TN(%)   | Diagnostic              |         |         |         |          |           |          |          | Diagnostic             |
| B.2.6.16           | P-2        | INP (Standalone)/TN(%)   | Diagnostic              |         |         |         |          |           |          |          | Diagnostic             |
| B.2.6.17           | P-2        | LNP (Standalone)/TN(%)   | Diagnostic              |         |         | 0.00%   | 658      |           |          |          | Diagnostic             |
| B.2.6.18           | P-2        | Digital Loop < DS1/TN(%)   | Diagnostic              |         |         | 55.32%  | 47       |           |          |          | Diagnostic             |
| B.2.6.19           | P-2        | Digital Loop >= DS1/TN(%)  | Diagnostic              |         |         | 44.44%  | 90       |           |          |          | Diagnostic             |
|                    | Augree     | ge Jeopardy Notice Interval - Mechanized                                   |                         |         |         |         |          |           |          |          |                        |
| D 0 0 4            |            |  | 401                     |         |         |         |          |           |          |          |                        |
| B.2.8.1<br>B.2.8.2 | P-2<br>P-2 | Switch Ports/TN(hours)  Local Interoffice Transport/TN(hours)              | >= 48 hrs<br>>= 48 hrs  |         |         |         |          |           |          |          |                        |
| B.2.8.3            |            | Loop + Port Combinations/TN(hours)   |                         |         |         | 61.09   | 11       |           |          |          | YES                    |
| B.2.8.3<br>B.2.8.4 | P-2<br>P-2 | Combo Other/TN(hours)  | >= 48 hrs<br>>= 48 hrs  |         |         | 61.09   | - 11     |           |          |          | IES                    |
| B.2.8.4<br>B.2.8.5 | P-2<br>P-2 | xDSL (ADSL, HDSL and UCL)/TN(hours)  | >= 48 hrs               |         |         | 27.03   | 98       |           |          |          | NO                     |
| B.2.8.6            | P-2<br>P-2 | UNE ISDN/TN(hours)   | >= 48 hrs               |         |         | 336.00  | 98<br>1  |           |          |          | YES                    |
| B.2.8.7            | P-2<br>P-2 | Line Sharing/TN(hours)   | >= 48 hrs               |         |         | 330.00  |          |           |          |          | IES                    |
| B.2.8.7<br>B.2.8.8 | P-2<br>P-2 | 2W Analog Loop Design/TN(hours)  | >= 48 hrs               |         |         | 158.40  | 5        |           |          |          | YES                    |
| B.2.8.9            | P-2<br>P-2 | 2W Analog Loop Design/TN(hours)  2W Analog Loop Non-Design/TN(hours)       | >= 48 hrs               |         |         | 130.40  | J J      |           |          |          | IES                    |
| B.2.8.10           | P-2<br>P-2 | 2W Analog Loop Non-Design/TN(hours)  2W Analog Loop w/INP Design/TN(hours) | >= 48 rirs<br>>= 48 hrs |         |         |         |          |           |          |          | $\vdash \vdash \vdash$ |
| B.2.8.11           | P-2        | 2W Analog Loop W/INP Design/TN(hours)                                      | >= 48 fils<br>>= 48 hrs |         |         |         |          |           |          |          | $\vdash \vdash \vdash$ |
| B.2.8.12           | P-2        | 2W Analog Loop w/INP Non-Design/TN(hours)                                  | >= 48 fils<br>>= 48 hrs |         |         |         |          |           |          |          | $\vdash$               |
| D.Z.O. 1Z          | F -Z       | IZAA WIGIOO FOOD ANTIAL DESIGNI HA(HOGIS)                                  | >= 40 1115              |         |         |         |          |           |          |          |                        |

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|                        | Termessee, August 2001 |  | Analog                          | Measure  | Volume | Measure  | Volume | Deviation | Error | ZScore | Equity                   |
|------------------------|------------------------|--|---------------------------------|----------|--------|----------|--------|-----------|-------|--------|--------------------------|
|                        |                        |  | Analog                          | Micasarc | Volume | Micasarc | Volume | Deviation | Litoi | 200010 | Lquity                   |
| B.2.8.13               | P-2                    | 2W Analog Loop w/LNP Non-Design/TN(hours)                          | >= 48 hrs                       |          |        |          |        |           |       |        |                          |
| B.2.8.14               | P-2                    | Other Design/TN(hours)   | >= 48 hrs                       |          |        | 224.43   | 37     |           |       |        | YES                      |
| B.2.8.15               | P-2                    | Other Non-Design/TN(hours)   | >= 48 hrs                       |          |        |          |        |           |       |        |                          |
| B.2.8.16               | P-2                    | INP (Standalone)/TN(hours)   | >= 48 hrs                       |          |        |          |        |           |       |        |                          |
| B.2.8.17               | P-2                    | LNP (Standalone)/TN(hours)   | >= 48 hrs                       |          |        |          |        |           |       |        |                          |
| B.2.8.18               | P-2                    | Digital Loop < DS1/TN(hours)                                       | >= 48 hrs                       |          |        | 168.00   | 5      |           |       |        | YES                      |
| B.2.8.19               | P-2                    | Digital Loop >= DS1/TN(hours)                                      | >= 48 hrs                       |          |        | 226.76   | 29     |           |       |        | YES                      |
|                        | Averag                 | e Jeopardy Notice Interval - Non-Mechanized                        |                                 |          |        |          |        |           |       |        |                          |
| B.2.9.1                | P-2                    | Switch Ports/TN(hours)   | Diagnostic                      |          |        |          |        |           |       |        | Diagnostic               |
| B.2.9.2                | P-2                    | Local Interoffice Transport/TN(hours)                              | Diagnostic                      |          |        |          |        |           |       |        | Diagnostic               |
| B.2.9.3                | P-2                    | Loop + Port Combinations/TN(hours)                                 | Diagnostic                      |          |        | 240.00   | 2      |           |       |        | Diagnostic               |
| B.2.9.4                | P-2                    | Combo Other/TN(hours)  | Diagnostic                      |          |        |          |        |           |       |        | Diagnostic               |
| B.2.9.5                | P-2                    | xDSL (ADSL, HDSL and UCL)/TN(hours)                                | Diagnostic                      |          |        | 82.31    | 42     |           |       |        | Diagnostic               |
| B.2.9.6                | P-2                    | UNE ISDN/TN(hours)   | Diagnostic                      |          |        | 338.67   | 18     |           |       |        | Diagnostic               |
| B.2.9.7                | P-2                    | Line Sharing/TN(hours)   | Diagnostic                      |          |        | 105.00   |        |           |       |        | Diagnostic               |
| B.2.9.8                | P-2                    | 2W Analog Loop Design/TN(hours)                                    | Diagnostic                      |          |        | 165.60   | 10     |           |       |        | Diagnostic               |
| B.2.9.9                | P-2                    | 2W Analog Loop Non-Design/TN(hours)                                | Diagnostic                      |          |        |          |        |           |       |        | Diagnostic               |
| B.2.9.10               | P-2<br>P-2             | 2W Analog Loop w/INP Design/TN(hours)                              | Diagnostic                      |          |        |          |        |           |       |        | Diagnostic               |
| B.2.9.11               |                        | 2W Analog Loop w/INP Non-Design/TN(hours)                          | Diagnostic                      |          |        | 450.00   | 50     |           |       |        | Diagnostic               |
| B.2.9.12               | P-2<br>P-2             | 2W Analog Loop w/LNP Design/TN(hours)                              | Diagnostic                      |          |        | 150.60   | 56     |           |       |        | Diagnostic               |
| B.2.9.13<br>B.2.9.14   | P-2<br>P-2             | 2W Analog Loop w/LNP Non-Design/TN(hours)  Other Design/TN(hours)  | Diagnostic Diagnostic           |          |        | 226.50   | 64     |           |       |        | Diagnostic<br>Diagnostic |
| B.2.9.14<br>B.2.9.15   | P-2<br>P-2             | Other Non-Design/TN(hours) Other Non-Design/TN(hours)              | Diagnostic                      |          |        | 226.50   | 64     |           |       |        | Diagnostic               |
| B.2.9.16               | P-2                    | INP (Standalone)/TN(hours)   | Diagnostic                      |          |        |          |        |           |       |        | Diagnostic               |
| B.2.9.17               | P-2                    | LNP (Standalone)/TN(hours)   | Diagnostic                      |          |        |          |        |           |       |        | Diagnostic               |
| B.2.9.18               | P-2                    | Digital Loop < DS1/TN(hours)                                       | Diagnostic                      |          |        | 283.38   | 26     |           |       |        | Diagnostic               |
| B.2.9.19               | P-2                    | Digital Loop >= DS1/TN(hours)                                      | Diagnostic                      |          |        | 214.80   | 40     |           |       |        | Diagnostic               |
| D.2.0.10               | L                      |  | Diagnostio                      |          |        | 214.00   | 40     |           |       |        | Diagnostic               |
|                        |                        | ardy Notice >= 48 hours - Mechanized                               |                                 |          |        |          |        |           |       |        |                          |
| B.2.10.1               | P-2                    | Switch Ports/TN(%)   | 95% >= 48 hrs                   |          |        |          |        |           |       |        |                          |
| B.2.10.2               | P-2                    | Local Interoffice Transport/TN(%)                                  | 95% >= 48 hrs                   |          |        |          |        |           |       |        |                          |
| B.2.10.3               | P-2                    | Loop + Port Combinations/TN(%)                                     | 95% >= 48 hrs                   |          |        | 72.73%   | 11     |           |       |        | NO                       |
| B.2.10.4               | P-2                    | Combo Other/TN(%)  | 95% >= 48 hrs                   |          |        |          |        |           |       |        |                          |
| B.2.10.5               | P-2                    | xDSL (ADSL, HDSL and UCL)/TN(%)                                    | 95% >= 48 hrs                   |          |        | 0.00%    | 98     |           |       |        | NO                       |
| B.2.10.6               | P-2                    | UNE ISDN/TN(%)   | 95% >= 48 hrs                   |          |        | 100.00%  | 1      |           |       |        | YES                      |
| B.2.10.7<br>B.2.10.8   | P-2<br>P-2             | Line Sharing/TN(%) 2W Analog Loop Design/TN(%)                     | 95% >= 48 hrs<br>95% >= 48 hrs  |          |        | 100.00%  | 5      |           |       |        | YES                      |
| B.2.10.6<br>B.2.10.9   | P-2                    | 2W Analog Loop Design/TN(%)  | 95% >= 48 hrs                   |          |        | 100.00%  | 5      |           |       |        | TES                      |
| B.2.10.9<br>B.2.10.10  | P-2                    | 2W Analog Loop Non-Design/TN(%)  2W Analog Loop w/INP Design/TN(%) | 95% >= 48 fils<br>95% >= 48 hrs |          |        |          |        |           |       |        | -                        |
| B.2.10.10              | P-2                    | 2W Analog Loop w/INP Non-Design/TN(%)                              | 95% >= 48 hrs                   |          |        |          |        |           |       |        |                          |
| B.2.10.11              | P-2                    | 2W Analog Loop w/INP Design/TN(%)                                  | 95% >= 48 hrs                   |          |        |          |        |           |       |        | _                        |
| B.2.10.12<br>B.2.10.13 | P-2                    | 2W Analog Loop w/LNP Non-Design/TN(%)                              | 95% >= 48 hrs                   |          |        |          |        |           |       |        |                          |
| B.2.10.13              | P-2                    | Other Design/TN(%)   | 95% >= 48 hrs                   |          |        | 97.30%   | 37     |           |       |        | YES                      |
| B.2.10.15              | P-2                    | Other Non-Design/TN(%)   | 95% >= 48 hrs                   |          |        | 37.5076  | 31     |           |       |        | 120                      |
| B.2.10.16              | P-2                    | INP (Standalone)/TN(%)   | 95% >= 48 hrs                   |          |        |          |        |           |       |        |                          |
| B.2.10.17              | P-2                    | LNP (Standalone)/TN(%)   | 95% >= 48 hrs                   |          |        |          |        |           |       |        |                          |
| B.2.10.18              | P-2                    | Digital Loop < DS1/TN(%)   | 95% >= 48 hrs                   |          |        | 80.00%   | 5      |           |       |        | NO                       |
| B.2.10.19              | P-2                    | Digital Loop >= DS1/TN(%)  | 95% >= 48 hrs                   |          |        | 96.55%   | 29     |           |       |        | YES                      |
|                        | %.leon                 | pardy Notice >= 48 hours - Non-Mechanized                          |                                 | -        |        |          |        |           |       |        |                          |
| B.2.11.1               | P-2                    | Switch Ports/TN(%)   | Diagnostic                      |          |        |          |        |           |       |        | Diagnostic               |
| B.2.11.2               | P-2                    | Local Interoffice Transport/TN(%)                                  | Diagnostic                      |          |        |          |        |           |       |        | Diagnostic               |
| B.2.11.3               | P-2                    | Loop + Port Combinations/TN(%)                                     | Diagnostic                      |          |        | 100.00%  | 2      |           |       |        | Diagnostic               |
| B.2.11.4               | P-2                    | Combo Other/TN(%)  | Diagnostic                      |          |        |          |        |           |       |        | Diagnostic               |
| B.2.11.5               | P-2                    | xDSL (ADSL, HDSL and UCL)/TN(%)                                    | Diagnostic                      |          |        | 75.00%   | 42     |           |       |        | Diagnostic               |
| B.2.11.6               | P-2                    | UNE ISDN/TN(%)   | Diagnostic                      |          |        | 100.00%  | 18     |           |       |        | Diagnostic               |
| B.2.11.7               | P-2                    | Line Sharing/TN(%)   | Diagnostic                      |          |        |          |        |           |       |        | Diagnostic               |
| B.2.11.8               | P-2                    | 2W Analog Loop Design/TN(%)  | Diagnostic                      |          |        | 100.00%  | 10     |           |       |        | Diagnostic               |
| B.2.11.9               | P-2                    | 2W Analog Loop Non-Design/TN(%)                                    | Diagnostic                      |          |        |          |        |           |       |        | Diagnostic               |
| B.2.11.10              | P-2                    | 2W Analog Loop w/INP Design/TN(%)                                  | Diagnostic                      |          |        |          |        |           |       |        | Diagnostic               |
| B.2.11.11              | P-2                    | 2W Analog Loop w/INP Non-Design/TN(%)                              | Diagnostic                      |          |        |          |        |           |       |        | Diagnostic               |
|                        |                        |  |                                 |          |        |          |        | _         | _     |        | _                        |

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|                              | Tennessee, August 2001   | Benchmark /              | BST            | BST     | CLEC             | CLEC         | Standard  | Standard           |                   |               |
|                              |  | Analog                   | Measure        | Volume  | Measure          | Volume       | Deviation | Error              | ZScore            | Equity        |
|                              | F I  |                          |                |         |                  |              |           |                    |                   | <del></del>   |
| B.2.11.12                    | P-2 2W Analog Loop w/LNP Design/TN(%)  | Diagnostic               |                |         | 0.00%            | 56           |           |                    |                   | Diagnostic    |
| B.2.11.13                    | P-2 2W Analog Loop w/LNP Non-Design/TN(%)  | Diagnostic               |                |         | 05.040/          |              |           |                    |                   | Diagnostic    |
| B.2.11.14                    | P-2 Other Design/TN(%)   | Diagnostic               |                |         | 95.31%           | 64           |           |                    |                   | Diagnostic    |
| B.2.11.15                    | P-2 Other Non-Design/TN(%)   | Diagnostic               |                |         |                  |              |           |                    |                   | Diagnostic    |
| B.2.11.16                    | P-2 INP (Standalone)/TN(%)   | Diagnostic               |                |         |                  |              |           |                    |                   | Diagnostic    |
| B.2.11.17                    | P-2 LNP (Standalone)/TN(%)   | Diagnostic               |                |         | 00.450/          |              |           |                    |                   | Diagnostic    |
| B.2.11.18<br>B.2.11.19       | P-2   Digital Loop < DS1/TN(%) P-2   Digital Loop >= DS1/TN(%)   | Diagnostic<br>Diagnostic |                |         | 96.15%<br>92.50% | 26<br>40     |           |                    |                   | Diagnostic    |
| D.2.11.19                    | P-2 Digital Loop >= D31/TN(%)  | Diagnostic               |                |         | 92.50%           | 40           |           |                    |                   | Diagnostic    |
|                              | Coordinated Customers Conversions  |                          |                |         |                  |              |           |                    |                   |               |
| B.2.12.1                     | P-7 Loops with INP/TN(%)   | >= 95% w in 15 min       |                |         |                  |              |           |                    |                   |               |
| B.2.12.2                     | P-7 Loops with LNP/TN(%)   | >= 95% w in 15 min       |                |         | 99.49%           | 783          |           |                    |                   | YES           |
|                              | % Hot Cuts > 15 minutes Early  |                          |                |         |                  |              |           |                    |                   |               |
| B.2.13.1                     | P-7A Time-Specific SL1/TN(%)   | <= 5%                    |                |         |                  |              |           |                    |                   | $\overline{}$ |
| B.2.13.1<br>B.2.13.2         | P-7A Time-Specific SL1/TN(%) P-7A Time-Specific SL2/TN(%)  | <= 5%<br><= 5%           |                |         | 0.00%            | 227          |           |                    |                   | YES           |
| B.2.13.2<br>B.2.13.3         | P-7A Non-Time Specific SL1/TN(%)   | <= 5%<br><= 5%           |                |         | 0.00%            | 221          |           |                    |                   | TES           |
| B.2.13.3<br>B.2.13.4         | P-7A   Non-Time Specific SL1/TN(%)   | <= 5%<br><= 5%           |                |         | 0.00%            | 32           |           |                    |                   | YES           |
| D.2.13.4                     | P-7A  NOTI-TITLE Specific SL2/TN(%)  | <= 5%                    |                |         | 0.00%            | 32           |           |                    |                   | TES           |
|                              | Hot Cut Timeliness   |                          |                |         |                  |              |           |                    |                   |               |
| B.2.14.1                     | P-7A Time-Specific SL1/TN(%)   | >= 95% w in 15 min       |                |         |                  |              |           |                    |                   |               |
| B.2.14.2                     | P-7A Time-Specific SL2/TN(%)   | >= 95% w in 15 min       |                |         | 96.48%           | 227          |           |                    |                   | YES           |
| B.2.14.3                     | P-7A Non-Time Specific SL1/TN(%)   | >= 95% w in 15 min       |                |         |                  |              |           |                    |                   | 1             |
| B.2.14.4                     | P-7A Non-Time Specific SL2/TN(%)   | >= 95% w in 15 min       |                |         | 100.00%          | 32           |           |                    |                   | YES           |
|                              | % Hot Cuts > 15 minutes Late   |                          | _              |         |                  |              |           |                    |                   |               |
| D 2 1 5 1                    | P-7A Time-Specific SL1/TN(%)   | <= 5%                    |                |         |                  |              |           |                    |                   | $\overline{}$ |
| B.2.15.1<br>B.2.15.2         | P-7A Time-Specific SL1/TN(%)   | <= 5%<br><= 5%           |                |         | 3.52%            | 227          |           |                    |                   | YES           |
|                              | P-7A Non-Time Specific SL1/TN(%)   | <= 5%<br><= 5%           |                |         | 3.32%            | 221          |           |                    |                   | TES           |
| B.2.15.3<br>B.2.15.4         | P-7A Non-Time Specific SL1/TN(%)   | <= 5%<br><= 5%           |                |         | 0.00%            | 32           |           |                    |                   | YES           |
| D.2.13.4                     |  | <b>\= 3</b> 70           |                |         | 0.0076           | 32           |           |                    |                   | 11.0          |
|                              | Average Recovery Time - CCC  |                          |                |         |                  |              |           |                    |                   |               |
| B.2.16.1                     | P-7B Loops with INP/TN(time units)   | Diagnostic               |                |         |                  |              |           |                    |                   | Diagnostic    |
| B.2.16.2                     | P-7B Loops with LNP/TN(time units)   | Diagnostic               |                |         |                  |              |           |                    |                   | Diagnostic    |
|                              | % Provisioning Troubles within 7 Days - Hot Cuts   |                          |                |         |                  |              |           |                    |                   |               |
| B.2.17.1.1                   | P-7C UNE Loop Design/Dispatch/TN(%)  | <= 5%                    |                |         | 3.19%            | 690          |           |                    |                   | YES           |
| B.2.17.1.2                   | P-7C UNE Loop Design/Non-Dispatch/TN(%)  | <= 5%                    |                |         | 0.1070           | 000          |           |                    |                   |               |
| B.2.17.2.1                   | P-7C UNE Loop Non-Design/Dispatch/TN(%)  | <= 5%                    |                |         |                  |              |           |                    |                   |               |
| B.2.17.2.2                   | P-7C UNE Loop Non-Design/Non-Dispatch/TN(%)  | <= 5%                    |                |         |                  |              |           |                    |                   |               |
|                              |  |                          |                |         |                  |              |           |                    |                   |               |
|                              | % Missed Installation Appointments   |                          |                |         |                  |              |           |                    |                   |               |
| B.2.18.1.1.1                 | P-3 Switch Ports/<10 circuits/Dispatch/TN(%)   | R&B (POTS)               | 6.23%          | 27,585  |                  |              |           |                    |                   |               |
| B.2.18.1.1.2                 | P-3 Switch Ports/<10 circuits/Non-Dispatch/TN(%)   | R&B (POTS)               | 0.22%          | 308,052 |                  |              |           |                    |                   |               |
| B.2.18.1.2.1                 | P-3 Switch Ports/>=10 circuits/Dispatch/TN(%)  | R&B (POTS)               | 7.87%          | 89      |                  |              |           |                    |                   |               |
| B.2.18.1.2.2                 | P-3 Switch Ports/>=10 circuits/Non-Dispatch/TN(%)  | R&B (POTS)               | 0.00%          | 2       |                  |              |           |                    |                   | 1/50          |
| B.2.18.2.1.1                 | P-3 Local Interoffice Transport/<10 circuits/Dispatch/TN(%)  | DS1/DS3                  | 2.21%          | 905     | 0.00%            | 3            |           | 0.08502            | 0.2599            | YES           |
| B.2.18.2.1.2                 | P-3 Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(%)  | DS1/DS3                  | -              |         |                  |              |           |                    |                   |               |
| B.2.18.2.2.1<br>B.2.18.2.2.2 | P-3 Local Interoffice Transport/>=10 circuits/Dispatch/TN(%) P-3 Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(%)        | DS1/DS3<br>DS1/DS3       | -              |         |                  |              |           |                    |                   |               |
|                              |  |                          | 6.14%          | 28.061  | 10.41%           | 000          |           | 0.01471            | -2.8993           | NO            |
| B.2.18.3.1.1                 | P-3 Loop + Port Combinations/<10 circuits/Dispatch/TN(%) P-3 Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(%)                | R&B                      |                | 309,383 |                  | 269<br>4,757 |           |                    |                   |               |
| B.2.18.3.1.2<br>B.2.18.3.1.3 |  | R&B<br>R&B               | 0.22%          | 165,194 | 0.46%            | 2,169        |           | 0.00068            | -3.5691<br>0.1972 | NO<br>YES     |
| B.2.18.3.1.4                 | P-3 Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(%) P-3 Loop + Port Combinations/<10 circuits/Dispatch In/TN(%)      | R&B                      | 0.47%          | 144,193 | 0.00%            | 2,169        |           | 0.00009            | -2.8286           | NO NO         |
|                              |  | R&B                      |                | 97      | 20.00%           | <u>2,500</u> |           |                    | -1.0773           | YES           |
| B.2.18.3.2.1<br>B.2.18.3.2.2 | P-3 Loop + Port Combinations/>=10 circuits/Dispatch/TN(%) P-3 Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(%)              | R&B<br>R&B               | 7.22%<br>0.00% | 53      | 0.00%            | <u> </u>     |           | 0.11867<br>0.00000 | -1.0773           | YES           |
| B.2.18.3.2.2<br>B.2.18.3.2.3 | P-3 Loop + Port Combinations/>= 10 circuits/Non-Dispatch/TN(%)  P-3 Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(%) | R&B<br>R&B               | 0.00%          | 21      | 0.00%            | 1            |           | 0.00000            |                   | YES           |
| B.2.18.3.2.3<br>B.2.18.3.2.4 | P-3 Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(%)  P-3 Loop + Port Combinations/>=10 circuits/Dispatch In/TN(%)   | R&B                      | 0.00%          | 32      | 0.00%            |              |           | 0.00000            |                   | IES           |
| B.2.18.4.1.1                 | P-3 Combo Other/<10 circuits/Dispatch/TN(%)  | R&B&D - Disp             | 6.10%          | 29,792  | <b>-</b>         |              |           |                    |                   |               |
| B.2.18.4.1.4                 | P-3 Combo Other/<10 circuits/Dispatch/TN(%)  | R&B&D - Disp             | 0.1070         | 23,132  |                  |              |           |                    |                   |               |
| B.2.18.4.2.1                 | P-3 Combo Other/>=10 circuits/Dispatch/TN(%)   | R&B&D - Disp             | 7.14%          | 98      |                  |              |           |                    |                   |               |
| B.2.18.4.2.1                 | P-3 Combo Other/>=10 circuits/Dispatch In/TN(%)  | R&B&D - Disp             | 1.14/0         | 30      | 1                |              |           |                    |                   | $\overline{}$ |
| B.2.18.5.1.1                 | P-3 xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(%)  | ADSL to Retail           | 5.10%          | 3.449   | 1.12%            | 269          |           | 0.01393            | 2.8625            | YES           |
| B.2.18.5.1.2                 | P-3 xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(%)  | ADSL to Retail           | 0.00%          | 136     | 1.12/0           | 200          |           | 0.07000            | 2.0020            |               |
| D.L. 10.J. 1.L               | O  | ADOL to Netail           | 0.0070         | 100     | ı                |              |           |                    |                   |               |

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# **BellSouth Monthly State Summary**

Tennessee, August 2001 Benchmark / BST Analog Measure B.2.18.5.2.1 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(%) ADSL to Retail 0.00% B.2.18.5.2.2 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(%) ADSL to Retail B 2 18 6 1 1 UNE ISDN/<10 circuits/Dispatch/TN(%) ISDN - BRI B.2.18.6.1.2 ISDN - BRI UNE ISDN/<10 circuits/Non-Dispatch/TN(%) UNE ISDN/>=10 circuits/Dispatch/TN(%) B 2 18 6 2 1 ISDN - BRI B.2.18.6.2.2 UNE ISDN/>=10 circuits/Non-Dispatch/TN(%) ISDN - BRI P-3 B 2 18 7 1 1 Line Sharing/<10 circuits/Dispatch/TN(%) ADSI to Retail 5 10% B.2.18.7.1.2 ADSL to Retail Line Sharing/<10 circuits/Non-Dispatch/TN(%) B.2.18.7.2.1 Line Sharing/>=10 circuits/Dispatch/TN(%) ADSL to Retail 0.00% B 2 18 7 2 2 Line Sharing/>=10 circuits/Non-Dispatch/TN(%) ADSI to Retail B.2.18.8.1.1 2W Analog Loop Design/<10 circuits/Dispatch/TN(%) R&B - Disp B.2.18.8.1.2 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(%) R&B - Disp B.2.18.8.2.1 2W Analog Loop Design/>=10 circuits/Dispatch/TN(%) R&B - Disp 7.22% B.2.18.8.2.2 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(%) R&B - Disp B.2.18.9.1.1 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(%) R&B (POTS) excl SB Or 6.23% R&B (POTS) excl SB Or B 2 18 9 1 4 2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(%) 0.46% B.2.18.9.2.1 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(%) R&B (POTS) excl SB Or 7.87% 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(%) R&B (POTS) excl SB Or B.2.18.9.2.4 B.2.18.10.1.1 2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(%) R&B - Disp 6.14% R&B - Disp B.2.18.10.1.2 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(%) B.2.18.10.2.1 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(%) R&B - Disp 7.22% 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(%) R&B - Disp B.2.18.10.2.2 B.2.18.11.1.1 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(%) R&B (POTS) excl SB Or 6.23% R 2 18 11 1 4 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(%) R&B (POTS) excl SB Or 0.46% B.2.18.11.2.1 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(%) R&B (POTS) excl SB Or 7.87% R 2 18 11 2 4 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(%) R&B (POTS) excl SB Or B.2.18.12.1.1 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(%) R&B - Disp 6.14% B.2.18.12.1.2 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(%) R&B - Disp B.2.18.12.2.1 -12 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(%) R&B - Disp 7.22% 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(%) B.2.18.12.2.2 P-12 R&B - Disp B.2.18.13.1.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(%) R&B (POTS) excl SB Or 6.23% 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(%) B.2.18.13.1.4 R&B (POTS) excl SB Or 0.46% B.2.18.13.2.1 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(%) R&B (POTS) excl SB Or 7.87% B.2.18.13.2.4 -12 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(%) R&B (POTS) excl SB Or B 2 18 14 1 1 Other Design/<10 circuits/Dispatch/TN(%) Design 5.30% B.2.18.14.1.2 Other Design/<10 circuits/Non-Dispatch/TN(%) Design 1.75% B 2 18 14 2 1 Other Design/>=10 circuits/Dispatch/TN(%) Design B.2.18.14.2.2 Other Design/>=10 circuits/Non-Dispatch/TN(%) Design B.2.18.15.1.1 Other Non-Design/<10 circuits/Dispatch/TN(%) R&B B.2.18.15.1.2 R&B Other Non-Design/<10 circuits/Non-Dispatch/TN(%) 0.22% B.2.18.15.2.1 Other Non-Design/>=10 circuits/Dispatch/TN(%) R&B B.2.18.15.2.2 R&B Other Non-Design/>=10 circuits/Non-Dispatch/TN(%) B.2.18.16.1.1 INP (Standalone)/<10 circuits/Dispatch/TN(%) R&B (POTS) B.2.18.16.1.2 INP (Standalone)/<10 circuits/Non-Dispatch/TN(%) R&B (POTS) 0.22% B.2.18.16.2.1 INP (Standalone)/>=10 circuits/Dispatch/TN(%) R&B (POTS) P-3 B 2 18 16 2 2 INP (Standalone)/>=10 circuits/Non-Dispatch/TN(%) R&B (POTS) B.2.18.17.1.1 LNP (Standalone)/<10 circuits/Dispatch/TN(%) R&B (POTS) 6.23% B.2.18.17.1.2 P-12 LNP (Standalone)/<10 circuits/Non-Dispatch/TN(%) R&B (POTS) B.2.18.17.2.1 LNP (Standalone)/>=10 circuits/Dispatch/TN(%) R&B (POTS) 7.87% B.2.18.17.2.2 P-12 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(%) R&B (POTS) B.2.18.18.1.1 Digital Loop < DS1/<10 circuits/Dispatch/TN(%) Digital Loop < DS1 7.96% Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(%) B.2.18.18.1.2 Digital Loop < DS1 B 2 18 18 2 1 Digital Loop < DS1/>=10 circuits/Dispatch/TN(%) Digital Loop < DS1 Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(%) Digital Loop < DS1 B.2.18.18.2.2 B.2.18.19.1.1 Digital Loop >= DS1/<10 circuits/Dispatch/TN(%) Digital Loop >= DS1 B.2.18.19.1.2 Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(%) Digital Loop >= DS1 B.2.18.19.2.1 Digital Loop >= DS1/>=10 circuits/Dispatch/TN(%) Digital Loop >= DS1 B.2.18.19.2.2 Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(%) Digital Loop >= DS1

Measure Volume Error **ZScore** Equity 0.00000 YES 0.00% 5.96% 151 0.02930 YES 10.39% 385 1.5118 1.81% 498 3,449 0.00% 0.00000 YES 0.00% 136 46 6.14% 28,061 3.65% 274 0.01458 1.7109 YES 6.14% 28,061 0.00% 0.26009 0.2775 YES 97 7.22% 97 27,584 100.00% 0.24167 -3.8801 NO 143,468 89 28.061 0.00% 0.16980 0.3618 YES 6 14% 28,061 7.22% 97 27.584 143 468 28,061 0.35% 284 0.01432 4.0456 YES 6.14% 28.061 97 0.00% 0.26009 0.2775 YES 7.22% 97 27,584 143,468 89 1 735 1.32% 152 0.01896 2 1033 YES 399 0.00% 1 0.00% 18 28,061 6 14% 10.00% 10 0.07595 -0.5077 YES 0.03304 309,383 0.00% 0.0662 YES 7.22% 97 0.00% 27,585 6.23% YES 308,052 0.00% 0.03294 0.0660 7.87% 89 0.00% 2 27,585 0.00% 0.17089 0.3644 YES 0.22% 308.052 0.00% 337 0.00254 0.8566 YES 89 0.00% 0.00% 0.00000 YES 2 5 201 3.00% 367 0.02375 2.0895 YES 0.00% 217 0.00% 11.04% 154 11.68% 214 0.03311 -0.1943 YES 2.56% 39

**BST** 

Volume

CLEC

CLEC

Standard

Deviation

Standard

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R&B (POTS)

7.31%

23.695

% Provisioning Troubles within 30 Days Switch Ports/<10 circuits/Dispatch/TN(%)

B.2.19.1.1.1

B.2.19.1.1.2 Switch Ports/<10 circuits/Non-Dispatch/TN(%) B.2.19.1.2.1 Switch Ports/>=10 circuits/Dispatch/TN(%) B.2.19.1.2.2 Switch Ports/>=10 circuits/Non-Dispatch/TN(%) B.2.19.2.1.1 Local Interoffice Transport/<10 circuits/Dispatch/TN(%) Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(%) B 2 19 2 1 2 B.2.19.2.2.1 \_ocal Interoffice Transport/>=10 circuits/Dispatch/TN(%) P-9 B 2 19 2 2 2 Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(%) B.2.19.3.1.1 Loop + Port Combinations/<10 circuits/Dispatch/TN(%) B.2.19.3.1.2 Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(%) B 2 19 3 1 3 Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(%) B.2.19.3.1.4 Loop + Port Combinations/<10 circuits/Dispatch In/TN(%) B.2.19.3.2.1 Loop + Port Combinations/>=10 circuits/Dispatch/TN(%) B.2.19.3.2.2 Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(%) B.2.19.3.2.3 Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(%) B.2.19.3.2.4 Loop + Port Combinations/>=10 circuits/Dispatch In/TN(%) B.2.19.4.1.1 Combo Other/<10 circuits/Dispatch/TN(%) B.2.19.4.1.4 Combo Other/<10 circuits/Dispatch In/TN(%) Combo Other/>=10 circuits/Dispatch/TN(%) B.2.19.4.2.1 B.2.19.4.2.4 Combo Other/>=10 circuits/Dispatch In/TN(%) B.2.19.5.1.1 xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(%) B.2.19.5.1.2 xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(%) B.2.19.5.2.1 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(%) B.2.19.5.2.2 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(%) UNE ISDN/<10 circuits/Dispatch/TN(%) B.2.19.6.1.1 B.2.19.6.1.2 UNE ISDN/<10 circuits/Non-Dispatch/TN(%) B.2.19.6.2.1 UNE ISDN/>=10 circuits/Dispatch/TN(%) B.2.19.6.2.2 UNE ISDN/>=10 circuits/Non-Dispatch/TN(%) B.2.19.7.1.1 ine Sharing/<10 circuits/Dispatch/TN(%) B.2.19.7.1.2 Line Sharing/<10 circuits/Non-Dispatch/TN(% B.2.19.7.2.1 Line Sharing/>=10 circuits/Dispatch/TN(%) B.2.19.7.2.2 Line Sharing/>=10 circuits/Non-Dispatch/TN(%) B.2.19.8.1.1 2W Analog Loop Design/<10 circuits/Dispatch/TN(%) B.2.19.8.1.2 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(% B.2.19.8.2.1 2W Analog Loop Design/>=10 circuits/Dispatch/TN(%) B 2 19 8 2 2 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(%) B.2.19.9.1.1 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(%) B.2.19.9.1.4 2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(%) B.2.19.9.2.1 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(%) B 2 19 9 2 4 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(%) B.2.19.10.1.1 2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(%) 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(%) B.2.19.10.1.2 B.2.19.10.2.1 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(%) 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(%) B.2.19.10.2.2 B.2.19.11.1.1 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(%) B.2.19.11.1.4 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(%) B 2 19 11 2 1 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(%) B.2.19.11.2.4 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(%) B.2.19.12.1.1 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(%) B.2.19.12.1.2 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(%) B.2.19.12.2.1 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(%) B.2.19.12.2.2 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(%) B.2.19.13.1.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(%) B.2.19.13.1.4 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(%) 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(%) B.2.19.13.2.1 B.2.19.13.2.4 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(%) B.2.19.14.1.1 Other Design/<10 circuits/Dispatch/TN(%) B.2.19.14.1.2 Other Design/<10 circuits/Non-Dispatch/TN(%) B.2.19.14.2.1 Other Design/>=10 circuits/Dispatch/TN(%) B.2.19.14.2.2 Other Design/>=10 circuits/Non-Dispatch/TN(%) Other Non-Design/<10 circuits/Dispatch/TN(%) B 2 19 15 1 1

| Benchmark /<br>Analog    | BST<br>Measure | BST<br>Volume                           | CLEC<br>Measure                                  | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error  | ZScore            | Equity    |
|--------------------------|----------------|---|--|----------------|-----------------------|--------------------|-------------------|-----------|
| R&B (POTS)               | 3.49%          | 266,855                                 |  |                |                       |                    |                   |           |
| R&B (POTS)               | 9.78%          | 92                                      |  |                |                       |                    |                   |           |
| R&B (POTS)               | 0.00%          | 2                                       |  |                |                       |                    |                   |           |
| DS1/DS3                  | 0.49%          | 816                                     | 0.00%  | 2              |                       | 0.04944            | 0.0991            | YES       |
| DS1/DS3                  |                |   |  |                |                       |                    |                   |           |
| DS1/DS3                  |                |   |  |                |                       |                    |                   |           |
| DS1/DS3                  |                |   |  |                |                       |                    |                   | \/=0      |
| R&B                      | 7.26%          | 23,955                                  | 9.80%  | 204            |                       | 0.01824            | -1.3974           | YES       |
| R&B                      | 3.48%          | 267,915                                 | 4.63%  | 3,261          |                       | 0.00323            | -3.5691           | NO<br>YES |
| R&B                      | 3.55%          | 111,846                                 | 4.08%  | 1,202          |                       | 0.00537            | -0.9733           |           |
| R&B<br>R&B               | 3.46%<br>8.41% | 133,201<br>107                          | 4.95%<br>0.00%                                   | 2,059<br>2     |                       | 0.00406<br>0.19809 | -3.6733<br>0.4246 | NO<br>YES |
| R&B                      | 0.00%          | 50                                      | 0.00%  | 4              |                       | 0.00000            | 0.4246            | YES       |
| R&B                      | 0.00%          | 28                                      | 0.00%  | 4              |                       | 0.00000            |                   | 153       |
| R&B                      | 0.00%          | 22                                      | 0.00%  | 4              |                       | 0.00000            |                   | YES       |
| R&B&D - Disp             | 6.83%          | 26,573                                  | 0.0070   |                |                       | 0.00000            |                   | 110       |
| R&B&D - Disp             | 0.0376         | 20,573                                  |  |                |                       |                    |                   |           |
| R&B&D - Disp             | 8.77%          | 114                                     | t  |                |                       |                    |                   |           |
| R&B&D - Disp             | 0.777          | • | 1  |                |                       |                    |                   |           |
| ADSL to Retail           | 10.22%         | 3,805                                   | 4.40%  | 318            |                       | 0.01768            | 3.2915            | YES       |
| ADSL to Retail           | 12.98%         | 131                                     |  |                |                       | 0.000              |                   |           |
| ADSL to Retail           | 33.33%         | 6                                       | 0.00%  | 1              |                       | 0.50918            | 0.6547            | YES       |
| ADSL to Retail           |                |   |  |                |                       |                    |                   |           |
| ISDN - BRI               | 7.20%          | 403                                     | 8.79%  | 91             |                       | 0.02999            | -0.5319           | YES       |
| ISDN - BRI               | 0.50%          | 401                                     |  |                |                       |                    |                   |           |
| ISDN - BRI               | 33.33%         | 3                                       |  |                |                       |                    |                   |           |
| ISDN - BRI               | 0.00%          | 1                                       |  |                |                       |                    |                   |           |
| ADSL to Retail           | 10.22%         | 3,805                                   |  |                |                       |                    |                   |           |
| ADSL to Retail           | 12.98%         | 131                                     | 0.00%  | 62             |                       | 0.05180            | 2.5051            | YES       |
| ADSL to Retail           | 33.33%         | 6                                       |  |                |                       |                    |                   |           |
| ADSL to Retail           |                |   |  |                |                       |                    |                   |           |
| R&B - Disp               | 7.26%          | 23,955                                  | 8.78%  | 262            |                       | 0.01611            | -0.9454           | YES       |
| R&B - Disp               | 7.26%          | 23,955                                  |  |                |                       |                    |                   |           |
| R&B - Disp               | 8.41%          | 107                                     |  |                |                       |                    |                   |           |
| R&B - Disp               | 8.41%          | 107                                     |  |                |                       |                    |                   |           |
| R&B (POTS) excl SB Or    | 7.30%          | 23,692                                  |  |                |                       |                    |                   |           |
| R&B (POTS) excl SB Or    | 3.48%          | 132,641                                 |  |                |                       |                    |                   |           |
| R&B (POTS) excl SB Or    | 9.78%          | 92                                      | <del>                                     </del> |                |                       |                    |                   |           |
| R&B (POTS) excl SB Or    | 0.00%          | 1 00.055                                | 0.000/   |                |                       | 0.05044            | 0.0707            | \/F0      |
| R&B - Disp               | 7.26%<br>7.26% | 23,955                                  | 0.00%  | 1              |                       | 0.25941            | 0.2797            | YES       |
| R&B - Disp<br>R&B - Disp | 8.41%          | 23,955<br>107                           | 1  |                |                       |                    |                   |           |
| R&B - Disp               | 8.41%          | 107                                     | 1  |                |                       |                    |                   |           |
| R&B (POTS) excl SB Or    | 7.30%          | 23,692                                  | <del>                                     </del> |                |                       |                    |                   |           |
| R&B (POTS) excl SB Or    | 3.48%          | 132,641                                 | <del>                                     </del> |                |                       |                    |                   |           |
| R&B (POTS) excl SB Or    | 9.78%          | 92                                      |  |                |                       |                    |                   |           |
| R&B (POTS) excl SB Or    | 0.00%          | 1                                       | 1  |                |                       |                    |                   |           |
| R&B - Disp               | 7.26%          | 23,955                                  | 2.80%  | 321            |                       | 0.01458            | 3.0568            | YES       |
| R&B - Disp               | 7.26%          | 23,955                                  |  | <u> </u>       |                       |                    | 0.0000            |           |
| R&B - Disp               | 8.41%          | 107                                     |  |                |                       |                    |                   |           |
| R&B - Disp               | 8.41%          | 107                                     |  |                |                       |                    |                   |           |
| R&B (POTS) excl SB Or    | 7.30%          | 23,692                                  |  |                |                       |                    |                   |           |
| R&B (POTS) excl SB Or    | 3.48%          | 132,641                                 |  |                |                       |                    |                   |           |
| R&B (POTS) excl SB Or    | 9.78%          | 92                                      |  |                |                       |                    |                   |           |
| R&B (POTS) excl SB Or    | 0.00%          | 1                                       |  |                |                       |                    |                   |           |
| Design                   | 2.94%          | 2,621                                   | 12.50%   | 16             |                       | 0.04234            | -2.2582           | NO        |
| Design                   | 0.68%          | 591                                     |  |                |                       |                    |                   |           |
| Design                   | 14.29%         | 7                                       |  |                |                       |                    |                   |           |
| Design                   | 0.00%          | 11                                      |  |                |                       |                    |                   |           |
| R&B                      | 7.26%          | 23,955                                  | 0.00%  | 32             |                       | 0.04589            | 1.5811            | YES       |
| R&B                      | 3.48%          | 267,915                                 | 0.00%  | 11             |                       | 0.18323            | 0.1898            | YES       |

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Other Non-Design/<10 circuits/Non-Dispatch/TN(%)

B.2.19.15.1.2

|                                | Tenr       | nessee, August 2001  | Benchmark /<br>Analog       | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore   | Equity    |
|--------------------------------|------------|--|-----------------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|----------|-----------|
|                                |            | T  | _                           |                |               | 1               |                |                       |                   |          |           |
| B.2.19.15.2.1                  | P-9        | Other Non-Design/>=10 circuits/Dispatch/TN(%)  | R&B                         | 8.41%          | 107           |                 |                |                       |                   |          |           |
| B.2.19.15.2.2<br>B.2.19.16.1.1 | P-9<br>P-9 | Other Non-Design/>=10 circuits/Non-Dispatch/TN(%) INP (Standalone)/<10 circuits/Dispatch/TN(%)                           | R&B<br>R&B (POTS)           | 0.00%          | 50<br>23,695  |                 |                |                       |                   |          |           |
| B.2.19.16.1.1<br>B.2.19.16.1.2 | P-9<br>P-9 | INP (Standalone)/<10 circuits/Dispatch/TN(%) INP (Standalone)/<10 circuits/Non-Dispatch/TN(%)                            | R&B (POTS)                  | 7.31%<br>3.49% | 266.855       | 0.00%           | 1              |                       | 0.18356           | 0.1902   | YES       |
| B.2.19.16.1.2<br>B.2.19.16.2.1 | P-9<br>P-9 | INP (Standalone)/<10 circuits/Non-Dispatch/TN(%) INP (Standalone)/>=10 circuits/Dispatch/TN(%)                           | R&B (POTS)                  | 9.78%          | 92            | 0.00%           | 1              |                       | 0.18356           | 0.1902   | YES       |
| B.2.19.16.2.1<br>B.2.19.16.2.2 | P-9<br>P-9 | INP (Standalone)/>=10 circuits/Dispatch/TN(%) INP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)                          | R&B (POTS)                  | 0.00%          | 2             |                 |                |                       |                   |          |           |
| B.2.19.16.2.2<br>B.2.19.17.1.1 | P-9        | LNP (Standalone)/>=10 circuits/Noir-Dispatch/TN(%)   | R&B (POTS)                  | 7.31%          | 23,695        | +               |                |                       |                   |          |           |
| B.2.19.17.1.1                  | P-9        | LNP (Standalone)/<10 circuits/Dispatch/TN(%)   | R&B (POTS)                  | 3.49%          | 266.855       |                 |                |                       |                   |          |           |
| B.2.19.17.1.2<br>B.2.19.17.2.1 | P-9        | LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)  | R&B (POTS)                  | 9.78%          | 92            |                 |                |                       |                   |          |           |
| B.2.19.17.2.1                  | P-9        | LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)  | R&B (POTS)                  | 0.00%          | 2             | +               |                |                       |                   |          |           |
| B.2.19.18.1.1                  | P-9        | Digital Loop < DS1/<10 circuits/Dispatch/TN(%)   | Digital Loop < DS1          | 2.35%          | 426           | 5.47%           | 311            |                       | 0.01129           | -2.7619  | NO        |
| B.2.19.18.1.2                  | P-9        | Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(%)   | Digital Loop < DS1          | 0.79%          | 126           | 0.4770          | 011            |                       | 0.01120           | 2.7010   | 110       |
| B.2.19.18.2.1                  | P-9        | Digital Loop < DS1/>=10 circuits/Dispatch/TN(%)  | Digital Loop < DS1          | 0.70           | 120           | 0.00%           | 1              |                       |                   |          |           |
| B.2.19.18.2.2                  | P-9        | Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(%)  | Digital Loop < DS1          |                |               | 0.0070          |                |                       |                   |          |           |
| B.2.19.19.1.1                  | P-9        | Digital Loop >= DS1/<10 circuits/Dispatch/TN(%)  | Digital Loop >= DS1         | 5.00%          | 140           | 1.95%           | 205            |                       | 0.02390           | 1.2759   | YES       |
| B.2.19.19.1.2                  | P-9        | Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(%)  | Digital Loop >= DS1         | 2.27%          | 44            | 1100,0          |                |                       | 0.00000           |          |           |
| B.2.19.19.2.1                  | P-9        | Digital Loop >= DS1/>=10 circuits/Dispatch/TN(%)   | Digital Loop >= DS1         |                |               |                 |                |                       |                   |          |           |
| B.2.19.19.2.2                  | P-9        | Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(%)   | Digital Loop >= DS1         |                |               |                 |                |                       |                   |          |           |
|                                | Averag     | ge Completion Notice Interval - Mechanized   |                             |                |               |                 |                |                       |                   |          |           |
| B.2.21.1.1.1                   | P-5        | Switch Ports/<10 circuits/Dispatch/TN(hours)   | R&B (POTS)                  | 1.32           | 17,843        |                 |                | 10.193                |                   |          |           |
| B.2.21.1.1.2                   | P-5        | Switch Ports/<10 circuits/Non-Dispatch/TN(hours)   | R&B (POTS)                  | 1.28           | 257,665       |                 |                | 6.077                 |                   |          |           |
| B.2.21.1.2.1                   | P-5        | Switch Ports/>=10 circuits/Dispatch/TN(hours)  | R&B (POTS)                  | 5.00           | 68            |                 |                | 34.434                |                   |          |           |
| B.2.21.1.2.2                   | P-5        | Switch Ports/>=10 circuits/Non-Dispatch/TN(hours)  | R&B (POTS)                  | 0.75           | 2             |                 |                | 0.042                 |                   |          |           |
| B.2.21.2.1.1                   | P-5        | Local Interoffice Transport/<10 circuits/Dispatch/TN(hours)  | DS1/ DS3 - Interoffice      | 79.49          | 720           |                 |                | 245.067               |                   |          |           |
| B.2.21.2.1.2                   | P-5        | Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(hours)  | DS1/ DS3 - Interoffice      |                |               |                 |                |                       |                   |          |           |
| B.2.21.2.2.1                   | P-5        | Local Interoffice Transport/>=10 circuits/Dispatch/TN(hours)   | DS1/ DS3 - Interoffice      |                |               |                 |                |                       |                   |          |           |
| B.2.21.2.2.2                   | P-5        | Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(hours)   | DS1/ DS3 - Interoffice      |                |               |                 |                |                       |                   |          |           |
| B.2.21.3.1.1                   | P-5        | Loop + Port Combinations/<10 circuits/Dispatch/TN(hours)   | R&B                         | 1.44           | 18,117        | 0.26            | 233            | 11.354                | 0.74858           | 1.5841   | YES       |
| B.2.21.3.1.2                   | P-5        | Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(hours)   | R&B                         | 1.29           | 258,642       | 0.86            | 4,131          | 6.603                 | 0.10354           | 4.1786   | YES       |
| B.2.21.3.1.3                   | P-5        | Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(hours)  | R&B                         | 1.71           | 127,295       | 0.80            | 1,800          | 8.372                 | 0.19873           | 4.5877   | YES       |
| B.2.21.3.1.4                   | P-5        | Loop + Port Combinations/<10 circuits/Dispatch In/TN(hours)  | R&B                         | 0.88           | 131,351       | 0.90            | 2,331          | 4.192                 | 0.08759           | -0.2308  | YES       |
| B.2.21.3.2.1                   | P-5        | Loop + Port Combinations/>=10 circuits/Dispatch/TN(hours)  | R&B                         | 4.73           | 72            | 0.02            | 4              | 33.469                | 17.19301          | 0.2739   | YES       |
| B.2.21.3.2.2                   | P-5        | Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(hours)  | R&B                         | 3.85           | 52            | 0.40            | 1              | 16.052                | 16.20561          | 0.2131   | YES       |
| B.2.21.3.2.3                   | P-5        | Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(hours)   | R&B                         | 0.73           | 21            | 0.40            | 1              | 0.262                 | 0.26765           | 1.2151   | YES       |
| B.2.21.3.2.4                   | P-5        | Loop + Port Combinations/>=10 circuits/Dispatch In/TN(hours)   | R&B                         | 5.97           | 31            |                 |                | 20.652                |                   |          |           |
| B.2.21.4.1.1                   | P-5        | Combo Other/<10 circuits/Dispatch/TN(hours)  | R&B&D - Disp                | 9.16           | 19,264        |                 |                | 93.893                |                   |          |           |
| B.2.21.4.1.4                   | P-5        | Combo Other/<10 circuits/Dispatch In/TN(hours)   | R&B&D - Disp                |                |               |                 |                |                       |                   |          |           |
| B.2.21.4.2.1                   | P-5        | Combo Other/>=10 circuits/Dispatch/TN(hours)   | R&B&D - Disp                | 4.73           | 72            |                 |                | 33.469                |                   |          |           |
| B.2.21.4.2.4<br>B.2.21.5.1.1   | P-5<br>P-5 | Combo Other/>=10 circuits/Dispatch In/TN(hours)  xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(hours)               | R&B&D - Disp ADSL to Retail | 1.71           | 3,141         | -               |                | 12.813                |                   |          |           |
| B.2.21.5.1.1<br>B.2.21.5.1.2   | P-5        | xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(hours)  xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(hours) | ADSL to Retail              | 2.37           | 123           |                 |                | 13.890                |                   |          |           |
| B.2.21.5.1.2<br>B.2.21.5.2.1   | P-5        | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(hours)   | ADSL to Retail              | 0.34           | 5             |                 |                | 0.447                 |                   |          |           |
| B.2.21.5.2.1                   | P-5        | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(hours)   | ADSL to Retail              | 0.34           | 3             |                 |                | 0.447                 |                   |          |           |
| B.2.21.6.1.1                   | P-5        | UNE ISDN/<10 circuits/Dispatch/TN(hours)   | ISDN - BRI                  | 32.92          | 302           | 40.67           | 4              | 51.884                | 26.11334          | -0.2969  | YES       |
| B.2.21.6.1.2                   | P-5        | UNE ISDN/<10 circuits/Non-Dispatch/TN(hours)   | ISDN - BRI                  | 3.08           | 442           | 40.07           | 7              | 10.743                | 20.11334          | -0.2303  | 11.5      |
| B.2.21.6.2.1                   | P-5        | UNE ISDN/>=10 circuits/Dispatch/TN(hours)  | ISDN - BRI                  | 0.00           | 772           |                 |                | 10.740                |                   |          |           |
| B.2.21.6.2.2                   | P-5        | UNE ISDN/>=10 circuits/Non-Dispatch/TN(hours)  | ISDN - BRI                  | -              |               |                 |                |                       |                   |          |           |
| B.2.21.7.1.1                   | P-5        | Line Sharing/<10 circuits/Dispatch/TN(hours)   | ADSL to Retail              | 1.71           | 3,141         |                 |                | 12.813                |                   |          |           |
| B.2.21.7.1.2                   | P-5        | Line Sharing/<10 circuits/Non-Dispatch/TN(hours)   | ADSL to Retail              | 2.37           | 123           |                 |                | 13.890                |                   |          |           |
| B.2.21.7.2.1                   | P-5        | Line Sharing/>=10 circuits/Dispatch/TN(hours)  | ADSL to Retail              | 0.34           | 5             |                 |                | 0.447                 |                   |          |           |
| B.2.21.7.2.2                   | P-5        | Line Sharing/>=10 circuits/Non-Dispatch/TN(hours)  | ADSL to Retail              |                | -             | 1               |                |                       |                   |          | İ         |
| B.2.21.8.1.1                   | P-5        | 2W Analog Loop Design/<10 circuits/Dispatch/TN(hours)  | R&B - Disp                  | 1.44           | 18,117        | 39.85           | 114            | 11.354                | 1.06672           | -35.9985 | NO        |
| B.2.21.8.1.2                   | P-5        | 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(hours)  | R&B - Disp                  | 1.44           | 18,117        |                 |                | 11.354                |                   |          | · · · · · |
| B.2.21.8.2.1                   | P-5        | 2W Analog Loop Design/>=10 circuits/Dispatch/TN(hours)   | R&B - Disp                  | 4.73           | 72            | 1               |                | 33.469                |                   |          | İ         |
| B.2.21.8.2.2                   | P-5        | 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(hours)   | R&B - Disp                  | 4.73           | 72            | 1               |                | 33.469                |                   |          | İ         |
| B.2.21.9.1.1                   | P-5        | 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(hours)  | R&B (POTS) excl SB Or       | 1.32           | 17,842        | 1               |                | 10.193                |                   |          | İ         |
| B.2.21.9.1.4                   | P-5        | 2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(hours)   | R&B (POTS) excl SB Or       | 0.88           | 130,764       | 1               |                | 4.025                 |                   |          | İ         |
| B.2.21.9.2.1                   | P-5        | 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(hours)   | R&B (POTS) excl SB Or       | 5.00           | 68            | 1               |                | 34.434                |                   |          | İ         |
| B.2.21.9.2.4                   | P-5        | 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(hours)  | R&B (POTS) excl SB Or       |                |               |                 |                |                       |                   |          |           |
| B.2.21.10.1.1                  | P-5        | 2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(hours)  | R&B - Disp                  | 1.44           | 18,117        |                 |                | 11.354                |                   |          |           |
|                                |            |  | <del></del>                 |                |               |                 |                |                       |                   |          |           |

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|             |     | •   |
|-------------|-----|---|
|             |     |   |
| 2.21.10.1.2 | P-5 | 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(hours)     |
| 2.21.10.2.1 | P-5 | 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(hours)        |
| 2.21.10.2.2 | P-5 | 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(hours)    |
| 2.21.11.1.1 | P-5 | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(hours)     |
| 2.21.11.1.4 | P-5 | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(hours)  |
| .21.11.2.1  | P-5 | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(hours)    |
| .21.11.2.4  | P-5 | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(hours) |
| .21.12.1.1  | P-5 | 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(hours)         |
| .21.12.1.2  | P-5 | 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(hours)     |
| .21.12.2.1  | P-5 | 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(hours)        |
| .21.12.2.2  | P-5 | 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(hours)    |
| .21.13.1.1  | P-5 | 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(hours)     |
| .21.13.1.4  | P-5 | 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(hours)  |
| 2.21.13.2.1 | P-5 | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(hours)    |
| 2.21.13.2.4 | P-5 | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(hours) |
| 2.21.14.1.1 | P-5 | Other Design/<10 circuits/Dispatch/TN(hours)                        |
| 2.21.14.1.2 | P-5 | Other Design/<10 circuits/Non-Dispatch/TN(hours)                    |
| .21.14.2.1  | P-5 | Other Design/>=10 circuits/Dispatch/TN(hours)                       |
| .21.14.2.2  | P-5 | Other Design/>=10 circuits/Non-Dispatch/TN(hours)                   |
| .21.15.1.1  | P-5 | Other Non-Design/<10 circuits/Dispatch/TN(hours)                    |
| 2.21.15.1.2 | P-5 | Other Non-Design/<10 circuits/Non-Dispatch/TN(hours)                |
| 2.21.15.2.1 | P-5 | Other Non-Design/>=10 circuits/Dispatch/TN(hours)                   |
| 2.21.15.2.2 | P-5 | Other Non-Design/>=10 circuits/Non-Dispatch/TN(hours)               |
| 2.21.16.1.1 | P-5 | INP (Standalone)/<10 circuits/Dispatch/TN(hours)                    |
| 2.21.16.1.2 | P-5 | INP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)                |
| .21.16.2.1  | P-5 | INP (Standalone)/>=10 circuits/Dispatch/TN(hours)                   |
| 2.21.16.2.2 | P-5 | INP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)               |
| .21.17.1.1  | P-5 | LNP (Standalone)/<10 circuits/Dispatch/TN(hours)                    |
| .21.17.1.2  | P-5 | LNP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)                |
| .21.17.2.1  | P-5 | LNP (Standalone)/>=10 circuits/Dispatch/TN(hours)                   |
| 2.21.17.2.2 | P-5 | LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)               |
| .21.18.1.1  | P-5 | Digital Loop < DS1/<10 circuits/Dispatch/TN(hours)                  |
| .21.18.1.2  | P-5 | Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(hours)              |
| .21.18.2.1  | P-5 | Digital Loop < DS1/>=10 circuits/Dispatch/TN(hours)                 |
| 2.21.18.2.2 | P-5 | Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(hours)             |
| 2.21.19.1.1 | P-5 | Digital Loop >= DS1/<10 circuits/Dispatch/TN(hours)                 |
| 2.21.19.1.2 | P-5 | Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(hours)             |
| 2.21.19.2.1 | P-5 | Digital Loop >= DS1/>=10 circuits/Dispatch/TN(hours)                |
| 2.21.19.2.2 | P-5 | Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(hours)            |

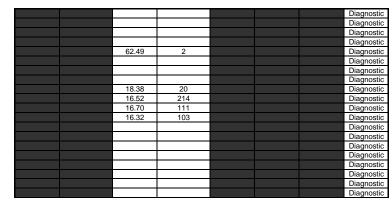
Benchmark /

Analog R&B - Disp R&B - Disp

| BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore     | Equity |
|----------------|---------------|-----------------|----------------|-----------------------|-------------------|------------|--------|
| 1.44           | 18,117        |                 |                | 11.354                |                   |            |        |
| 4.73           | 72            |                 |                | 33.469                |                   |            |        |
| 4.73           | 72            |                 |                | 33.469                |                   |            |        |
| 1.32           | 17,842        |                 |                | 10.193                |                   |            |        |
| 0.88           | 130,764       |                 |                | 4.025                 |                   |            |        |
| 5.00           | 68            |                 |                | 34.434                |                   |            |        |
|                |               |                 |                |                       |                   |            |        |
| 1.44           | 18,117        | 17.27           | 79             | 11.354                | 1.28018           | -12.3617   | NO     |
| 1.44           | 18,117        |                 |                | 11.354                |                   |            |        |
| 4.73           | 72            |                 |                | 33.469                |                   |            |        |
| 4.73           | 72            |                 |                | 33.469                |                   |            |        |
| 1.32           | 17,842        |                 |                | 10.193                |                   |            |        |
| 0.88           | 130,764       |                 |                | 4.025                 |                   |            |        |
| 5.00           | 68            |                 |                | 34.434                |                   |            |        |
|                |               |                 |                |                       |                   |            |        |
| 130.53         | 1,151         |                 |                | 360.498               |                   |            |        |
| 353.42         | 206           |                 |                | 690.855               |                   |            |        |
|                |               |                 |                |                       |                   |            |        |
| 0.70           | 17            |                 |                | 0.560                 |                   |            |        |
| 1.44           | 18,117        |                 |                | 11.354                |                   |            |        |
| 1.29           | 258,642       |                 |                | 6.603                 |                   |            |        |
| 4.73           | 72            |                 |                | 33.469                |                   |            |        |
| 3.85           | 52            |                 |                | 16.052                |                   |            |        |
| 1.32           | 17,843        |                 |                | 10.193                |                   |            |        |
| 1.28           | 257,665       |                 |                | 6.077                 |                   |            |        |
| 5.00           | 68            |                 |                | 34.434                |                   |            |        |
| 0.75           | 2             |                 |                | 0.042                 |                   |            |        |
| 1.32           | 17,843        | 1.78            | 7              | 10.193                | 3.85327           | -0.1186    | YES    |
| 1.28           | 257,665       | 69.70           | 307            | 6.077                 | 0.34701           | -197.1748  | NO     |
| 5.00           | 68            |                 |                | 34.434                |                   |            |        |
| 0.75           | 2             | 313.47          | 1              | 0.042                 | 0.05193           | -6022.0474 | NO     |
| 87.28          | 133           | 40.67           | 4              | 232.503               | 117.98664         | 0.3950     | YES    |
| 47.32          | 4             |                 |                | 42.129                |                   |            |        |
| 154.35         | 87            | 25.47           | 48             | 374.357               | 67.30884          | 1.9148     | YES    |
| 301.91         | 10            | 20.47           | -10            | 706.283               | 07.00004          | 1.5140     | 110    |
|                |               |                 |                |                       |                   |            |        |

|              | Average | e Completion Notice Interval - Non-Mechanized                        |
|--------------|---------|--|
| B.2.22.1.1.1 | P-5     | Switch Ports/<10 circuits/Dispatch/TN(hours)                         |
| B.2.22.1.1.2 | P-5     | Switch Ports/<10 circuits/Non-Dispatch/TN(hours)                     |
| B.2.22.1.2.1 | P-5     | Switch Ports/>=10 circuits/Dispatch/TN(hours)                        |
| B.2.22.1.2.2 | P-5     | Switch Ports/>=10 circuits/Non-Dispatch/TN(hours)                    |
| B.2.22.2.1.1 | P-5     | Local Interoffice Transport/<10 circuits/Dispatch/TN(hours)          |
| B.2.22.2.1.2 | P-5     | Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(hours)      |
| B.2.22.2.1   | P-5     | Local Interoffice Transport/>=10 circuits/Dispatch/TN(hours)         |
| B.2.22.2.2   | P-5     | Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(hours)     |
| B.2.22.3.1.1 | P-5     | Loop + Port Combinations/<10 circuits/Dispatch/TN(hours)             |
| B.2.22.3.1.2 | P-5     | Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(hours)         |
| B.2.22.3.1.3 | P-5     | Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(hours)  |
| B.2.22.3.1.4 | P-5     | Loop + Port Combinations/<10 circuits/Dispatch In/TN(hours)          |
| B.2.22.3.2.1 | P-5     | Loop + Port Combinations/>=10 circuits/Dispatch/TN(hours)            |
| B.2.22.3.2.2 | P-5     | Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(hours)        |
| B.2.22.3.2.3 | P-5     | Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(hours) |
| B.2.22.3.2.4 | P-5     | Loop + Port Combinations/>=10 circuits/Dispatch In/TN(hours)         |
| B.2.22.4.1.1 | P-5     | Combo Other/<10 circuits/Dispatch/TN(hours)                          |
| B.2.22.4.1.4 | P-5     | Combo Other/<10 circuits/Dispatch In/TN(hours)                       |
| B.2.22.4.2.1 | P-5     | Combo Other/>=10 circuits/Dispatch/TN(hours)                         |
| B.2.22.4.2.4 | P-5     | Combo Other/>=10 circuits/Dispatch In/TN(hours)                      |

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| B.2.22.5.1.1                   | P-5        | xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(hours)  |
|--------------------------------|------------|--|
| B.2.22.5.1.2                   | P-5        | xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(hours)  |
| B.2.22.5.2.1                   | P-5        | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(hours)   |
| B.2.22.5.2.2                   | P-5        | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(hours)   |
| B.2.22.6.1.1                   | P-5        | UNE ISDN/<10 circuits/Dispatch/TN(hours)   |
| B.2.22.6.1.2                   | P-5        | UNE ISDN/<10 circuits/Non-Dispatch/TN(hours)   |
| B.2.22.6.2.1                   | P-5        | UNE ISDN/>=10 circuits/Dispatch/TN(hours)  |
| B.2.22.6.2.2                   | P-5        | UNE ISDN/>=10 circuits/Non-Dispatch/TN(hours)  |
| B.2.22.7.1.1                   | P-5        | Line Sharing/<10 circuits/Dispatch/TN(hours)   |
| B.2.22.7.1.2                   | P-5        | Line Sharing/<10 circuits/Non-Dispatch/TN(hours)   |
| B.2.22.7.2.1                   | P-5        | Line Sharing/>=10 circuits/Dispatch/TN(hours)  |
| B.2.22.7.2.2                   | P-5        | Line Sharing/>=10 circuits/Non-Dispatch/TN(hours)  |
| B.2.22.8.1.1                   | P-5        | 2W Analog Loop Design/<10 circuits/Dispatch/TN(hours)  |
| B.2.22.8.1.2                   | P-5        | 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(hours)  |
| B.2.22.8.2.1                   | P-5        | 2W Analog Loop Design/>=10 circuits/Dispatch/TN(hours)   |
| B.2.22.8.2.2                   | P-5        | 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(hours)   |
| B.2.22.9.1.1                   | P-5        | 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(hours)  |
| B.2.22.9.1.4                   | P-5        | 2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(hours)   |
| B.2.22.9.2.1                   | P-5        | 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(hours)   |
| B.2.22.9.2.4                   | P-5        | 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(hours)  |
| B.2.22.10.1.1                  | P-5        | 2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(hours)  |
| B.2.22.10.1.2                  | P-5        | 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(hours)  |
| B.2.22.10.2.1                  | P-5        | 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(hours)   |
| B.2.22.10.2.2                  | P-5        | 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(hours)   |
| B.2.22.11.1.1                  | P-5        | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(hours)  |
| B.2.22.11.1.4                  | P-5        | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(hours)                                       |
| B.2.22.11.2.1                  | P-5        | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(hours)   |
| B.2.22.11.2.4                  | P-5        | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(hours)                                      |
| B.2.22.12.1.1                  | P-5        | 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(hours)  |
| B.2.22.12.1.2                  | P-5        | 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(hours)  |
| B.2.22.12.2.1                  | P-5        | 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(hours)   |
| B.2.22.12.2.2                  | P-5        | 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(hours)   |
| B.2.22.13.1.1                  | P-5        | 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(hours)  |
| B.2.22.13.1.4                  | P-5        | 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(hours)                                       |
| B.2.22.13.2.1                  | P-5        | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(hours)   |
| B.2.22.13.2.4                  | P-5        | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(hours)                                      |
| B.2.22.14.1.1                  | P-5        | Other Design/<10 circuits/Dispatch/TN(hours)   |
| B.2.22.14.1.2                  | P-5        | Other Design/<10 circuits/Non-Dispatch/TN(hours)   |
| B.2.22.14.2.1                  | P-5        | Other Design/>=10 circuits/Dispatch/TN(hours)  |
| B.2.22.14.2.2                  | P-5        | Other Design/>=10 circuits/Non-Dispatch/TN(hours)  |
| B.2.22.15.1.1                  | P-5        | Other Non-Design/<10 circuits/Dispatch/TN(hours)   |
| B.2.22.15.1.2                  | P-5        | Other Non-Design/<10 circuits/Non-Dispatch/TN(hours)   |
| B.2.22.15.2.1                  | P-5        | Other Non-Design/>=10 circuits/Dispatch/TN(hours)  |
| B.2.22.15.2.2                  | P-5        | Other Non-Design/>=10 circuits/Non-Dispatch/TN(hours)  |
| B.2.22.16.1.1                  | P-5        | INP (Standalone)/<10 circuits/Dispatch/TN(hours)   |
| B.2.22.16.1.2                  | P-5        | INP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)   |
| B.2.22.16.2.1                  | P-5<br>P-5 | INP (Standalone)/>=10 circuits/Dispatch/TN(hours)  |
| B.2.22.16.2.2                  | P-5<br>P-5 | INP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)  |
| B.2.22.17.1.1                  | P-5<br>P-5 | LNP (Standalone)/<10 circuits/Dispatch/TN(hours)   |
| B.2.22.17.1.2                  | P-5<br>P-5 | LNP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)   |
| B.2.22.17.2.1<br>B.2.22.17.2.2 | P-5<br>P-5 | LNP (Standalone)/>=10 circuits/Dispatch/TN(hours)  LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours) |
| B.2.22.17.2.2<br>B.2.22.18.1.1 | P-5        | Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(hours)   |
| B.2.22.18.1.1<br>B.2.22.18.1.2 | P-5<br>P-5 | Digital Loop < DS1/<10 circuits/Dispatch/TN(hours)   |
| B.2.22.18.1.2<br>B.2.22.18.2.1 | P-5<br>P-5 | Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(hours)   |
| B.2.22.18.2.1                  | P-5        | Digital Loop < DS1/>=10 circuits/Dispatch/TN(hours)  |
| B.2.22.10.2.2<br>B.2.22.19.1.1 | P-5        | Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(nours)   |
| B.2.22.19.1.1<br>B.2.22.19.1.2 | P-5        | Digital Loop >= DS1/<10 circuits/Dispatch/TN(hours)  |
| B.2.22.19.1.2<br>B.2.22.19.2.1 | P-5        | Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(hours)   |
| B.2.22.19.2.1                  | P-5        | Digital Loop >= DS1/>=10 circuits/Dispatch/TN(hours)   |
|                                |            | 1-3 ==== = = = o oroano, ron Diopatora ( (1.0000)  |

| Benchmark /<br>Analog | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore | Equity     |
|-----------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|------------|
| Diagnostic            |                |               | 41.80           | 166            |                       |                   |        | Diagnostic |
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| Diagnostic            |                |               | 48.78           | 122            |                       |                   |        | Diagnostic |
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| Diagnostic            |                |               | 29.83           | 7              |                       |                   |        | Diagnostic |
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| Diagnostic            |                |               | 11.80           | 12             |                       |                   |        | Diagnostic |
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Total Service Order Cycle Time - Mechanized B.2.24.1.1.1 Switch Ports/<10 circuits/Dispatch/TN(days) B.2.24.1.1.2 Switch Ports/<10 circuits/Non-Dispatch/TN(days) B.2.24.1.2.1 Switch Ports/>=10 circuits/Dispatch/TN(days) Switch Ports/>=10 circuits/Non-Dispatch/TN(days) B.2.24.1.2.2 2-10 B.2.24.2.1.1 Local Interoffice Transport/<10 circuits/Dispatch/TN(days) B.2.24.2.1.2 Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days) B.2.24.2.2.1 Local Interoffice Transport/>=10 circuits/Dispatch/TN(days) B.2.24.2.2.2 -10 Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days) B.2.24.3.1.1 oop + Port Combinations/<10 circuits/Dispatch/TN(days) B.2.24.3.1.2 P-10 Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days) B.2.24.3.2.1 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.24.3.2.2 Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days) B.2.24.4.1.1 Combo Other/<10 circuits/Dispatch/TN(days) B.2.24.4.1.2 Combo Other/<10 circuits/Non-Dispatch/TN(days) B 2 24 4 2 1 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.24.4.2.2 Combo Other/>=10 circuits/Non-Dispatch/TN(days) 2-10 B 2 24 5 1 1 xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days) P-10 B.2.24.5.1.2 xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days) B 2 24 5 2 1 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days) B.2.24.5.2.2 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days) B 2 24 6 1 1 P-10 UNE ISDN/<10 circuits/Dispatch/TN(days) B.2.24.6.1.2 UNE ISDN/<10 circuits/Non-Dispatch/TN(days) B.2.24.6.2.1 UNE ISDN/>=10 circuits/Dispatch/TN(days) 2-10 B.2.24.6.2.2 UNE ISDN/>=10 circuits/Non-Dispatch/TN(days) B.2.24.7.1.1 2-10 Line Sharing/<10 circuits/Dispatch/TN(days) B 2 24 7 1 2 Line Sharing/<10 circuits/Non-Dispatch/TN(days) B.2.24.7.2.1 Line Sharing/>=10 circuits/Dispatch/TN(days) -10 B.2.24.7.2.2 Line Sharing/>=10 circuits/Non-Dispatch/TN(days) B.2.24.8.1.1 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.24.8.1.2 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days) B.2.24.8.2.1 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days) B.2.24.8.2.2 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days) B.2.24.9.1.1 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days) B.2.24.9.1.2 2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.24.9.2.1 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days) B.2.24.9.2.2 2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.24.10.1.1 2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days) B.2.24.10.1.2 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days) B.2.24.10.2.1 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days) B.2.24.10.2.2 2-10 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days) B.2.24.11.1.1 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days) B.2.24.11.1.2 2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.24.11.2.1 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(days) B.2.24.11.2.2 2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.24.12.1.1 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days) B.2.24.12.1.2 -14 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(days) B.2.24.12.2.1 '-14 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(days) B.2.24.12.2.2 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days) B 2 24 13 1 1 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(days) B.2.24.13.1.2 2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN(days) B 2 24 13 2 1 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days) -14 B.2.24.13.2.2 2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN(days) B 2 24 14 1 1 Other Design/<10 circuits/Dispatch/TN(days) 2-10 B.2.24.14.1.2 Other Design/<10 circuits/Non-Dispatch/TN(days) B.2.24.14.2.1 P-10 Other Design/>=10 circuits/Dispatch/TN(days) B.2.24.14.2.2 Other Design/>=10 circuits/Non-Dispatch/TN(days) Other Non-Design/<10 circuits/Dispatch/TN(davs) B.2.24.15.1.1 -10 B.2.24.15.1.2 Other Non-Design/<10 circuits/Non-Dispatch/TN(days)

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Benchmark /

Analog

BST

Measure

BST

Volume

CLEC

Measure

CLEC

Volume

Standard

Deviation

Standard

Error

**ZScore** 

Equity

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Other Non-Design/>=10 circuits/Dispatch/TN(days)

B.2.24.15.2.1

| B.2.24.15.2.2 | P-10    | Other Non-Design/>=10 circuits/Non-Dispatch/TN(days)               |
|---------------|---------|--|
| B.2.24.16.1.1 | P-10    | INP (Standalone)/<10 circuits/Dispatch/TN(days)                    |
| B.2.24.16.1.2 | P-10    | INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)                |
| B.2.24.16.2.1 | P-10    | INP (Standalone)/>=10 circuits/Dispatch/TN(days)                   |
| B.2.24.16.2.2 | P-10    | INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)               |
| B.2.24.17.1.1 | P-14    | LNP (Standalone)/<10 circuits/Dispatch/TN(days)                    |
| B.2.24.17.1.2 | P-14    | LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)                |
| B.2.24.17.2.1 | P-14    | LNP (Standalone)/>=10 circuits/Dispatch/TN(days)                   |
| B.2.24.17.2.2 | P-14    | LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)               |
| B.2.24.18.1.1 | P-10    | Digital Loop < DS1/<10 circuits/Dispatch/TN(days)                  |
| B.2.24.18.1.2 | P-10    | Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)              |
| B.2.24.18.2.1 | P-10    | Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)                 |
| B.2.24.18.2.2 | P-10    | Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)             |
| B.2.24.19.1.1 | P-10    | Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)                 |
| B.2.24.19.1.2 | P-10    | Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(days)             |
| B.2.24.19.2.1 | P-10    | Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days)                |
| B.2.24.19.2.2 | P-10    | Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days)            |
|               | Total C | avisa Orday Cyale Time Partially Machanizad                        |
| D 0 05 4 4 4  |         | ervice Order Cycle Time - Partially Mechanized                     |
| B.2.25.1.1.1  | P-10    | Switch Ports/<10 circuits/Dispatch/TN(days)                        |
| B.2.25.1.1.2  | P-10    | Switch Ports/<10 circuits/Non-Dispatch/TN(days)                    |
| B.2.25.1.2.1  | P-10    | Switch Ports/>=10 circuits/Dispatch/TN(days)                       |
| B.2.25.1.2.2  | P-10    | Switch Ports/>=10 circuits/Non-Dispatch/TN(days)                   |
| B.2.25.2.1.1  | P-10    | Local Interoffice Transport/<10 circuits/Dispatch/TN(days)         |
| B.2.25.2.1.2  | P-10    | Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days)     |
| B.2.25.2.2.1  | P-10    | Local Interoffice Transport/>=10 circuits/Dispatch/TN(days)        |
| B.2.25.2.2.2  | P-10    | Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days)    |
| B.2.25.3.1.1  | P-10    | Loop + Port Combinations/<10 circuits/Dispatch/TN(days)            |
| B.2.25.3.1.2  | P-10    | Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)        |
| B.2.25.3.2.1  | P-10    | Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)           |
| B.2.25.3.2.2  | P-10    | Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)       |
| B.2.25.4.1.1  | P-10    | Combo Other/<10 circuits/Dispatch/TN(days)                         |
| B.2.25.4.1.2  | P-10    | Combo Other/<10 circuits/Non-Dispatch/TN(days)                     |
| B.2.25.4.2.1  | P-10    | Combo Other/>=10 circuits/Dispatch/TN(days)                        |
| B.2.25.4.2.2  | P-10    | Combo Other/>=10 circuits/Non-Dispatch/TN(days)                    |
| B.2.25.5.1.1  | P-10    | xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)           |
| B.2.25.5.1.2  | P-10    | xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)       |
| B.2.25.5.2.1  | P-10    | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)          |
| B.2.25.5.2.2  | P-10    | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)      |
| B.2.25.6.1.1  | P-10    | UNE ISDN/<10 circuits/Dispatch/TN(days)                            |
| B.2.25.6.1.2  | P-10    | UNE ISDN/<10 circuits/Non-Dispatch/TN(days)                        |
| B.2.25.6.2.1  | P-10    | UNE ISDN/>=10 circuits/Dispatch/TN(days)                           |
| B.2.25.6.2.2  | P-10    | UNE ISDN/>=10 circuits/Non-Dispatch/TN(days)                       |
| B.2.25.7.1.1  | P-10    | Line Sharing/<10 circuits/Dispatch/TN(days)                        |
| B.2.25.7.1.2  | P-10    | Line Sharing/<10 circuits/Non-Dispatch/TN(days)                    |
| B.2.25.7.2.1  | P-10    | Line Sharing/>=10 circuits/Dispatch/TN(days)                       |
| B.2.25.7.2.2  | P-10    | Line Sharing/>=10 circuits/Non-Dispatch/TN(days)                   |
| B.2.25.8.1.1  | P-10    | 2W Analog Loop Design/<10 circuits/Dispatch/TN(days)               |
| B.2.25.8.1.2  | P-10    | 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)           |
| B.2.25.8.2.1  | P-10    | 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)              |
| B.2.25.8.2.2  | P-10    | 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)          |
| B.2.25.9.1.1  | P-10    | 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)           |
| B.2.25.9.1.2  | P-10    | 2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)       |
| B.2.25.9.2.1  | P-10    | 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)          |
| B.2.25.9.2.2  | P-10    | 2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN(days)      |
| B.2.25.10.1.1 | P-10    | 2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)         |
| B.2.25.10.1.2 | P-10    | 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)     |
| B.2.25.10.2.1 | P-10    | 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days)        |
| B.2.25.10.2.2 | P-10    | 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)    |
| B.2.25.11.1.1 | P-10    | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)     |
| B.2.25.11.1.2 | P-10    | 2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN(days) |
|               |         | <u> </u>   |

| Diagnostic   Dia  | Benchmark /<br>Analog | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore | Equity     |
|---|-----------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|------------|
| Diagnostic   Dia  |                       |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic   Dia  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic   Dia  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Jiagnostic           Diagnostic         3.93         72         Diagnostic           Diagnostic         Diagnostic         Diagnostic         Diagnostic         Diagnostic           Diagnostic  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         3.93         72         Diagnostic           Diagnostic         Diagnostic         Diagnostic           Diagnostic         1.62         1,142         Diagnostic           Diagnostic         0.33         1         Diagnostic           Diagnostic         Diagnostic         Diagnostic         Diagnostic           Diagnostic         0.33         1         Diagnostic           Diagnostic         Diagnostic         Diagnostic  |                       |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic   Dia  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic   Dia  |                       |                |               | 3.93            | 72             |                       |                   |        | Diagnostic |
| Diagnostic   Dia  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic   Dia  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic   Dia  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic   Dia  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic   Dia  |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic | •                     |                |               |                 |                |                       |                   |        |            |
| Diagnostic |                       |                |               | 6.69            | 13             |                       |                   |        |            |
| Diagnostic |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic |                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic   Dia  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic   Dia  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic   Dia  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic Diagnosti  |                       |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         1.62           Diagnostic         Diagnostic           Diagnostic         4.33           Diagnostic         Diagnostic           Diagnostic  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         2.99         76         Diagnostic           Diagnostic         1.62         1,142         Diagnostic           Diagnostic         4.33         3         Diagnostic           Diagnostic         0.33         1         Diagnostic           Diagnostic         Diagnostic         Diagnostic           Diagnostic         Diagnosti   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         2.99         76         Diagnostic           Diagnostic         1.62         1,142         Diagnostic           Diagnostic         4.33         3         Diagnostic           Diagnostic         0.33         1         Diagnostic           Diagnostic         Diagnostic         Diagnostic           Diagnosti   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         2.99         76         Diagnostic           Diagnostic         1.62         1,142         Diagnostic           Diagnostic         4.33         3         Diagnostic           Diagnostic         0.33         1         Diagnostic           Diagnostic         Diagnostic         Diagnostic           Diagnosti   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         1.62         1,142         Diagnostic           Diagnostic         4.33         3         Diagnostic           Diagnostic         0.33         1         Diagnostic           Diagnostic         Diagnostic         Diagnostic           Diagnostic   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         0.33         1         Diagnostic           Diagnostic         0.33         1         Diagnostic           Diagnostic         Diagnostic         Diagnostic           Diagnostic         Diagnostic </td <td>Diagnostic</td> <td></td> <td></td> <td>2.99</td> <td>76</td> <td></td> <td></td> <td></td> <td>Diagnostic</td>   | Diagnostic            |                |               | 2.99            | 76             |                       |                   |        | Diagnostic |
| Diagnostic         0.33         1         Diagnostic           Diagnostic         0.39         0.39         0.39           Diagnostic         0.39         0.39         0.39           Diagnostic         0.39         0.39         0.39           Diagnostic         0.39   | Diagnostic            |                |               | 1.62            | 1,142          |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic <t< td=""><td>Diagnostic</td><td></td><td></td><td>4.33</td><td>3</td><td></td><td></td><td></td><td>Diagnostic</td></t<>   | Diagnostic            |                |               | 4.33            | 3              |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic <t< td=""><td>Diagnostic</td><td></td><td></td><td>0.33</td><td>1</td><td></td><td></td><td></td><td>Diagnostic</td></t<>   | Diagnostic            |                |               | 0.33            | 1              |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic <t< td=""><td>Diagnostic</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>Diagnostic</td></t<>  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic <t< td=""><td>Diagnostic</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>Diagnostic</td></t<>  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic <t< td=""><td>Diagnostic</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>Diagnostic</td></t<>  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic <t< td=""><td>Diagnostic</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>Diagnostic</td></t<>  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic <t< td=""><td>Diagnostic</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>Diagnostic</td></t<>  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         11.67         3         Diagnostic           Diagnostic         Diagnostic         Diagnostic  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic             | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic             | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic             | Diagnostic            |                |               | 11.67           | 3              |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic             | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic             | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         7.26         54         Diagnostic           Diagnostic         Diagnostic         Diagnostic  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         7.26         54         Diagnostic           Diagnostic         Diagnostic         Diagnostic  | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         7.26         54         Diagnostic           Diagnostic         Diagnostic         Diagnostic   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic   | Diagnostic            |                |               | 7.26            | 54             |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic   |                       |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic           Diagnostic         Diagnostic   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic Diagnostic   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
|   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
|   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
|   | Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |

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|                                |              |  | Allalog                  | Weasure | volume | weasure | volulile | Deviation | EIIOI | Zacore | Equity                   |
|--------------------------------|--------------|--|--------------------------|---------|--------|---------|----------|-----------|-------|--------|--------------------------|
| B.2.25.11.2.1                  | P-10         | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.11.2.2                  | P-10         | 2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN(days)                                    | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.12.1.1                  | P-14         | 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        | 6.76    | 21       |           |       |        | Diagnostic               |
| B.2.25.12.1.2                  | P-14         | 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.12.2.1                  | P-14         | 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.12.2.2                  | P-14         | 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.13.1.1                  | P-14         | 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.13.1.2                  | P-14         | 2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN(days)                                     | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.13.2.1                  | P-14         | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.13.2.2                  | P-14         | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN(days)                                    | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.14.1.1                  | P-10         | Other Design/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.14.1.2                  | P-10         | Other Design/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.14.2.1                  | P-10         | Other Design/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.14.2.2                  | P-10         | Other Design/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.15.1.1                  | P-10         | Other Non-Design/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.15.1.2                  | P-10         | Other Non-Design/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.15.2.1<br>B.2.25.15.2.2 | P-10<br>P-10 | Other Non-Design/>=10 circuits/Dispatch/TN(days)  Other Non-Design/>=10 circuits/Non-Dispatch/TN(days) | Diagnostic<br>Diagnostic |         |        |         |          |           |       |        | Diagnostic<br>Diagnostic |
| B.2.25.16.1.1                  | P-10         | INP (Standalone)/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.16.1.1<br>B.2.25.16.1.2 | P-10         | INP (Standalone)/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.16.1.2<br>B.2.25.16.2.1 | P-10         | INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.16.2.2                  | P-10         | INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.17.1.1                  | P-14         | LNP (Standalone)/<10 circuits/Non-bispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.17.1.2                  | P-14         | LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        | 6.40    | 80       |           |       |        | Diagnostic               |
| B.2.25.17.2.1                  | P-14         | LNP (Standalone)/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        | 0.40    | - 00     |           |       |        | Diagnostic               |
| B.2.25.17.2.2                  | P-14         | LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        | 5.00    | 1        |           |       |        | Diagnostic               |
| B.2.25.18.1.1                  | P-10         | Digital Loop < DS1/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        | 11.67   | 3        |           |       |        | Diagnostic               |
| B.2.25.18.1.2                  | P-10         | Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         | -        |           |       |        | Diagnostic               |
| B.2.25.18.2.1                  | P-10         | Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.18.2.2                  | P-10         | Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.19.1.1                  | P-10         | Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        | 10.17   | 6        |           |       |        | Diagnostic               |
| B.2.25.19.1.2                  | P-10         | Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.19.2.1                  | P-10         | Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.25.19.2.2                  | P-10         | Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
|                                | Total S      | ervice Order Cycle Time - Non-Mechanized   |                          |         |        |         |          |           |       |        |                          |
| B.2.26.1.1.1                   | P-10         | Switch Ports/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.26.1.1.2                   | P-10         | Switch Ports/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.26.1.2.1                   | P-10         | Switch Ports/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.26.1.2.2                   | P-10         | Switch Ports/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.26.2.1.1                   | P-10         | Local Interoffice Transport/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        | 17.50   | 2        |           |       |        | Diagnostic               |
| B.2.26.2.1.2                   | P-10         | Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.26.2.2.1                   | P-10         | Local Interoffice Transport/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.26.2.2.2                   | P-10         | Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.26.3.1.1                   | P-10         | Loop + Port Combinations/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        | 3.50    | 14       |           |       |        | Diagnostic               |
| B.2.26.3.1.2                   | P-10         | Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        | 3.23    | 181      |           |       |        | Diagnostic               |
| B.2.26.3.2.1                   | P-10         | Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.26.3.2.2                   | P-10         | Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.26.4.1.1                   | P-10         | Combo Other/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.26.4.1.2                   | P-10         | Combo Other/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.26.4.2.1                   | P-10         | Combo Other/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.26.4.2.2                   | P-10         | Combo Other/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.26.5.1.1                   | P-10         | xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        | 6.97    | 125      |           |       |        | Diagnostic               |
| B.2.26.5.1.2                   | P-10         | xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.26.5.2.1                   | P-10         | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.26.5.2.2                   | P-10         | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        | 40.40   |          |           |       |        | Diagnostic               |
| B.2.26.6.1.1                   | P-10         | UNE ISDN/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        | 13.19   | 93       |           |       |        | Diagnostic               |
| B.2.26.6.1.2                   | P-10         | UNE ISDN/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.26.6.2.1                   | P-10         | UNE ISDN/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |
| B.2.26.6.2.2                   | P-10         | UNE ISDN/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        | ļ       |          |           |       |        | Diagnostic               |
| B.2.26.7.1.1                   | P-10         | Line Sharing/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |          |           |       |        | Diagnostic               |

Benchmark /

Analog

BST

Measure

BST

Volume

CLEC

Measure

CLEC

Volume

Standard Standard

Error

ZScore

Equity

Deviation

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|                                | Tennessee, August 2001  | Benchmark /              | BST     | BST    | CLEC    | CLEC   | Standard  | Standard |        |                          |
|--------------------------------|---|--------------------------|---------|--------|---------|--------|-----------|----------|--------|--------------------------|
|                                |   | Analog                   | Measure | Volume | Measure | Volume | Deviation | Error    | ZScore | Equity                   |
|                                |   | _                        |         |        |         |        |           |          |        |                          |
| B.2.26.7.1.2                   | P-10 Line Sharing/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        | 5.67    | 33     |           |          |        | Diagnostic               |
| B.2.26.7.2.1                   | P-10 Line Sharing/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.7.2.2                   | P-10 Line Sharing/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.8.1.1                   | P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        | 9.01    | 94     |           |          |        | Diagnostic               |
| B.2.26.8.1.2                   | P-10 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.8.2.1                   | P-10 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        | 8.00    | 1      |           |          |        | Diagnostic               |
| B.2.26.8.2.2                   | P-10 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.9.1.1                   | P-10 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.9.1.2                   | P-10 2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.9.2.1                   | P-10 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.9.2.2                   | P-10 2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.10.1.1                  | P-10 2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        | 8.00    | 1      |           |          |        | Diagnostic               |
| B.2.26.10.1.2                  | P-10 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.10.2.1                  | P-10 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.10.2.2                  | P-10 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.11.1.1                  | P-10 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.11.1.2                  | P-10 2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.11.2.1                  | P-10 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.11.2.2                  | P-10 2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.12.1.1                  | P-14 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        | 8.01    | 103    |           |          |        | Diagnostic               |
| B.2.26.12.1.2                  | P-14 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.12.2.1                  | P-14 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        | 9.00    | 1      |           |          |        | Diagnostic               |
| B.2.26.12.2.2                  | P-14 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        | 0.00    |        |           |          |        | Diagnostic               |
| B.2.26.13.1.1                  | P-14 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.13.1.2                  | P-14 2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.13.2.1                  | P-14 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.13.2.2                  | P-14 2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.14.1.1                  | P-10 Other Design/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        | 8.31    | 13     |           |          |        | Diagnostic               |
| B.2.26.14.1.2                  | P-10 Other Design/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        | 0.01    | 10     |           |          |        | Diagnostic               |
| B.2.26.14.2.1                  | P-10 Other Design/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.14.2.2                  | P-10 Other Design/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.15.1.1                  | P-10 Other Non-Design/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        | 12.33   | 6      |           |          |        | Diagnostic               |
| B.2.26.15.1.2                  | P-10 Other Non-Design/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        | 1.50    | 2      |           |          |        | Diagnostic               |
| B.2.26.15.1.2<br>B.2.26.15.2.1 | P-10 Other Non-Design/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        | 1.50    |        |           |          |        | Diagnostic               |
| B.2.26.15.2.1                  | P-10 Other Non-Design/>=10 circuits/Dispatch/TN(days)  P-10 Other Non-Design/>=10 circuits/Non-Dispatch/TN(days)                        | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.16.1.1                  | P-10 INP (Standalone)/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.16.1.1                  | P-10 INP (Standalone)/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        | 1.50    | 2      |           |          |        | Diagnostic               |
| B.2.26.16.2.1                  | P-10 INP (Standalone)/>=10 circuits/Noir-bispatch/TN(days)  | Diagnostic               |         |        | 1.50    |        |           |          |        | Diagnostic               |
| B.2.26.16.2.1                  | P-10 INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.17.1.1                  | P-14 LNP (Standalone)/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        | 13.00   | - 1    |           |          |        | Diagnostic               |
| B.2.26.17.1.1<br>B.2.26.17.1.2 | P-14 LNP (Standalone)/<10 circuits/Dispatch/TN(days) P-14 LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)                           |                          |         |        | 1.36    | 114    |           |          |        | Diagnostic               |
| B.2.26.17.1.2<br>B.2.26.17.2.1 | P-14 LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)  P-14 LNP (Standalone)/>=10 circuits/Dispatch/TN(days)                         | Diagnostic               |         |        | 1.36    | 114    |           |          |        |                          |
| B.2.26.17.2.1<br>B.2.26.17.2.2 | P-14 LNP (Standalone)/>=10 circuits/Dispatch/TN(days) P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)                         | Diagnostic<br>Diagnostic |         |        | 2.67    | 2      |           |          |        | Diagnostic               |
| B.2.26.17.2.2<br>B.2.26.18.1.1 | P-10 Digital Loop < DS1/<10 circuits/Dispatch/TN(days)  |                          |         |        | 9.84    | 203    |           |          |        | Diagnostic<br>Diagnostic |
| B.2.26.18.1.2                  | P-10 Digital Loop < DS1/<10 circuits/Dispatch/TN(days)  P-10 Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)                      | Diagnostic               |         |        | 9.04    | 203    |           |          |        | Diagnostic               |
| B.2.26.18.1.2<br>B.2.26.18.2.1 |   | Diagnostic               |         |        |         |        |           |          |        |                          |
| B.2.26.18.2.1<br>B.2.26.18.2.2 | P-10 Digital Loop < DS1/>=10 circuits/Dispatch/TN(days) P-10 Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)                     | Diagnostic               |         |        |         |        |           |          |        | Diagnostic<br>Diagnostic |
|                                | P-10 Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days) P-10 Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)                    | Diagnostic               |         |        | 7.70    | 92     |           |          |        | Diagnostic               |
| B.2.26.19.1.1                  |   | Diagnostic               |         |        | 7.70    | 92     |           |          |        |                          |
| B.2.26.19.1.2                  | P-10 Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.19.2.1                  | P-10 Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.26.19.2.2                  | P-10 Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
|                                | Total Service Order Cycle Time (offered) - Mechanized   |                          |         |        |         |        |           |          |        |                          |
| B.2.28.1.1.1                   | P-10 Switch Ports/<10 circuits/Dispatch/TN(days)  | Diagnostic               |         | _      |         |        |           |          |        | Diagnostic               |
| B.2.28.1.1.2                   | P-10 Switch Ports/<10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.28.1.2.1                   | P-10 Switch Ports/>=10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.28.1.2.2                   | P-10 Switch Ports/>=10 circuits/Non-Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.28.2.1.1                   | P-10 Local Interoffice Transport/<10 circuits/Dispatch/TN(days)   | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.28.2.1.2                   | P-10 Local Interoffice Transport     Local Interoffice Transport       P-10 Local Interoffice Transport     Local Interoffice Transport | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.28.2.2.1                   | P-10 Local Interoffice Transport/>=10 circuits/Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| B.2.28.2.2.2                   | P-10 Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days)  | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| 2.2.20.2.2.2                   | 2000 interesting transports To energy and Publication (14) days)  | Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |

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| B. 2.8.3.1.1 P.10 Loop + Port Combinations'-10 circuits/Non-Dispatch/TN(days) B. 2.8.3.2.1 P.10 Loop + Port Combinations'-10 circuits/Non-Dispatch/TN(days) B. 2.8.3.2.1 P.10 Loop + Port Combinations'-10 circuits/Non-Dispatch/TN(days) B. 2.8.4.1.2 P.10 Combo Other/-10 circuits/Dispatch/TN(days) B. 2.8.4.1.2 P.10 Combo Other/-10 circuits/Dispatch/TN(days) B. 2.8.4.2.2 P.10 Loop + Dort Combinations'-10 circuits/Dispatch/TN(days) B. 2.8.4.2.2 P.10 Combo Other/-10 circuits/Dispatch/TN(days) B. 2.8.5.1.2 P.10 Combo Other/>B. 2.8.5.1.2 D. 2.8.5.1.2 P.10 Combo Other/<br>B. 2.8.5.1.2 P.10 Combo Other/>B. 2.8.5.1.2 D. 2.8. |               |      |  |
|--|---------------|------|--|
| B. 2.8.3.1.2 P-10 Loop + Port Combinations'-10 circuits/Non-Dispatch/TN(days) B. 2.8.3.1.2 P-10 Loop + Port Combinations'>=10 circuits/Dispatch/TN(days) B. 2.8.4.1.2 P-10 Comb Other/s 10 circuits/Dispatch/TN(days) B. 2.8.4.1.2 P-10 Comb Other/s 10 circuits/Dispatch/TN(days) B. 2.8.4.2.2 P-10 Comb Other/s 10 circuits/Dispatch/TN(days) B. 2.8.4.2.2 P-10 Comb Other/s 10 circuits/Dispatch/TN(days) B. 2.8.5.1.2 P-10 Comb Other/s 10 circuits/Dispatch/TN(days) B. 2.8.5.2.3 P-10 Comb Other/s 10 circuits/Dispatch/TN(days) B. 2.8.5.2.3 P-10 Comb Other/s -10 circuits/Dispatch/TN(days) B. 2.8.5.2.3 P-10 Comb Other/s -10 circuits/Dispatch/TN(days) B. 2.8.5.2.4 P-10 Comb Other/s -10 circuits/Dispatch/TN(days) B. 2.8.5.2.4 P-10 Solt (ADSL HDSL and UCL)-s 10 circuits/Dispatch/TN(days) B. 2.8.5.2.7 P-10 Solt (ADSL HDSL and UCL)-s 10 circuits/Dispatch/TN(days) B. 2.8.6.2.1 P-10 UNE ISDN/s-10 circuits/Dispatch/TN(days) B. 2.8.6.2.1 P-10 UNE ISDN/s-10 circuits/Dispatch/TN(days) B. 2.8.6.2.1 P-10 UNE ISDN/s-10 circuits/Dispatch/TN(days) B. 2.8.6.2.1 P-10 UNE ISDN/s-10 circuits/Dispatch/TN(days) B. 2.8.6.2.1 P-10 UNE ISDN/s-10 circuits/Dispatch/TN(days) B. 2.8.6.2.1 P-10 UNE ISDN/s-10 circuits/Dispatch/TN(days) B. 2.8.6.2.1 P-10 UNE ISDN/s-10 circuits/Dispatch/TN(days) B. 2.8.6.2.1 P-10 UNE ISDN/s-10 circuits/Dispatch/TN(days) B. 2.8.6.2.2 P-10 UNE ISDN/s-10 circuits/Dispatch/TN(days) B. 2.8.6.2.2 P-10 UNE ISDN/s-10 circuits/Dispatch/TN(days) B. 2.8.6.2 P-10 UNE ISDN/s-10 circuits/Dispatch/TN(days) B. 2.8.6.2 P-10 UNE ISDN/s-10 circuits/Dispatch/TN(days) B. 2.8.6.2 P-10 UNE Sharing/s-10 circuits/Dispatch/TN(days) B. 2.8.6.2 P-10 UNE Analog Loop Design/s-10 circuits/Dispatch/TN(days) B. 2.8.6.2 P-10 UNE Analog Loop Design/s-10 circuits/Dispatch/TN(days) B. 2.8.6.2 P-10 UNE Analog Loop Design/s-10     | B.2.28.3.1.1  | P-10 | Loop + Port Combinations/<10 circuits/Dispatch/TN(days)            |
| B. 2.8 32 2  P.10 Loop + Port Combinations's=10 circuits/Non-Dispatch/TN(days)  B. 2.8 4.1.1 P.10 Combo Other/c10 circuits/Non-Dispatch/TN(days)  B. 2.8 4.2.1 P.10 Combo Other/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 4.2.1 P.10 Combo Other/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 5.1 P.10 Combo Other/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 5.1 P.10 Combo Other/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 5.2.1 P.10 Combo Other/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 5.2.1 P.10 Combo Other/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 5.2.1 P.10 Combo Other/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 5.2.1 P.10 Combo Other/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 6.2.1 P.10 UNE ISDN/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 6.2.1 P.10 UNE ISDN/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 6.2.2 P.10 UNE ISDN/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 6.2.1 P.10 UNE ISDN/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 6.2.2 P.10 UNE ISDN/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 7.2 P.10 Line Sharing/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 7.2 P.10 Line Sharing/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 8.1 P.10 UNE Sharing/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 8.1 P.10 Une Sharing/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 8.1 P.10 Une Sharing/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 8.1 P.10 Une Sharing/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 8.1 P.10 Une Sharing/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 8.1 P.10 Une Sharing/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 8.1 P.10 Une Sharing/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 8.1 P.10 Une Sharing/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 8.1 P.10 Une Sharing/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 8.1 P.10 Une Sharing/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 8.1 P.10 Une Sharing/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 8.1 P.10 Une Sharing/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 8.1 P.10 Une Sharing/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8 8.1 P.10 Une Sharing/s-10 circuits/Non-Dispatch/TN(days)  B.       | B.2.28.3.1.2  | P-10 |  |
| B. 2.8.4.1.1 P-10 Combo Other/-t0 circuits/Dispatch/TN(days) B. 2.8.4.2.1 P-10 Combo Other/s-10 circuits/Dispatch/TN(days) B. 2.8.4.2.1 P-10 Combo Other/s-10 circuits/Dispatch/TN(days) B. 2.8.4.2.1 P-10 Combo Other/s-10 circuits/Dispatch/TN(days) B. 2.8.5.1.2 P-10 xDSL (ADSL, HDSL and UCL)/-t0 circuits/Dispatch/TN(days) B. 2.8.5.2.1 P-10 xDSL (ADSL, HDSL and UCL)/-10 circuits/Dispatch/TN(days) B. 2.8.5.2.2 P-10 xDSL (ADSL, HDSL and UCL)/-10 circuits/Dispatch/TN(days) B. 2.8.5.2.2 P-10 xDSL (ADSL, HDSL and UCL)/-10 circuits/Non-Dispatch/TN(days) B. 2.8.6.1.2 P-10 vDSL (ADSL, HDSL and UCL)/-10 circuits/Non-Dispatch/TN(days) B. 2.8.6.1.2 P-10 UNE ISDN-10 circuits/Dispatch/TN(days) B. 2.8.6.1.2 P-10 UNE ISDN-10 circuits/Dispatch/TN(days) B. 2.8.6.1.2 P-10 UNE ISDN-10 circuits/Dispatch/TN(days) B. 2.8.6.2.2 P-10 UNE ISDN-10 circuits/Dispatch/TN(days) B. 2.8.7.1 P-10 Line Sharing/-10 circuits/Dispatch/TN(days) B. 2.8.7.1 P-10 Line Sharing/-10 circuits/Dispatch/TN(days) B. 2.8.7.1 P-10 Line Sharing/-10 circuits/Dispatch/TN(days) B. 2.8.8.7.1 P-10 Line Sharing/-10 circuits/Dispatch/TN(days) B. 2.8.8.1.1 P-10 US Analog Loop Design/-10 circuits/Dispatch/TN(days) B. 2.8.8.1 P-10 US Analog Loop Design/-10 circuits/Dispatch/TN(days) B. 2.8.8.1 P-10 US Analog Loop Design/-10 circuits/Dispatch/TN(days) B. 2.8.8.1 P-10 US Analog Loop Design/-10 circuits/Dispatch/TN(days) B. 2.8.8.2 P-10 US Analog Loop Design/-10 circuits/Dispatch/TN(days) B. 2.8.8.1 P-10 US Analog Loop Non-Design/-10 circuits/Dispatch/TN(days) B. 2.8.9.2 P-10 US Analog Loop Non-Design/-10 circuits/Non-Dispatch/TN(days) B. 2.8.9.2 P-10 US Analog Loop Non-Design/-10 circuits/Non-Dispatch/TN(days) B. 2.8.9.2 P-10 US Analog Loop Non-Design/-10 circuits/Non-Dispatch/TN(days) B. 2.8.9.1 P-10 US Analog Loop Non-Design/-10 circuits/Non-Dispatch/TN(days) B. 2.8.9.1 P-10 US Analog Loop Non-Design/-10 circuits/Non-Dispatch/TN(days) B. 2.8.9.1 P-10 US Analog Loop Non-Design/-10 circuits/Non-Dispatch/TN(days) B. 2.8.11.1 P-10 US Analog Loop Non-Design/-10 circuits/Non-Dis    | B.2.28.3.2.1  | P-10 | Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)           |
| B. 2.8.4.1.2 P.10 Combo Other/s-10 circuits/Non-Dispatch/TN(days) B. 2.8.4.2.2 P.10 Combo Other/s-10 circuits/Dispatch/TN(days) B. 2.8.5.1.1 P.10 xDSL (ADSL, HDSL and UCL)/s-10 circuits/Dispatch/TN(days) B. 2.8.5.1.2 P.10 xDSL (ADSL, HDSL and UCL)/s-10 circuits/Dispatch/TN(days) B. 2.8.5.2.3 P.10 xDSL (ADSL, HDSL and UCL)/s-10 circuits/Dispatch/TN(days) B. 2.8.5.2.3 P.10 xDSL (ADSL, HDSL and UCL)/s-10 circuits/Dispatch/TN(days) B. 2.8.5.2.3 P.10 xDSL (ADSL, HDSL and UCL)/s-10 circuits/Dispatch/TN(days) B. 2.8.6.1.1 P.10 UNE ISDN-10 circuits/Dispatch/TN(days) B. 2.8.6.1.1 P.10 UNE ISDN-10 circuits/Dispatch/TN(days) B. 2.8.6.2.1 P.10 UNE ISDN-10 circuits/Dispatch/TN(days) B. 2.8.6.2.2 P.10 UNE ISDN-10 circuits/Dispatch/TN(days) B. 2.8.6.2 P.10 UNE ISDN-10 circuits/Dispatch/TN(days) B. 2.8.6.2 P.10 UNE ISDN-10 circuits/Dispatch/TN(days) B. 2.8.7.2 P.10 Line Sharing/s-10 circuits/Dispatch/TN(days) B. 2.8.7.2 P.10 Line Sharing/s-10 circuits/Dispatch/TN(days) B. 2.8.7.2 P.10 Line Sharing/s-10 circuits/Dispatch/TN(days) B. 2.8.8.1 P.10 Line Sharing/s-10 circuits/Dispatch/TN(days) B. 2.8.8.1 P.10 Line Sharing/s-10 circuits/Dispatch/TN(days) B. 2.8.8.1 P.10 Line Sharing/s-10 circuits/Dispatch/TN(days) B. 2.8.8.1 P.10 Line Sharing/s-10 circuits/Dispatch/TN(days) B. 2.8.8.2 P.10 Line Sharing/s-10 circuits/Dispatch/TN(days) B. 2.8.8.1 P.10 Line Sharing/s-10 circuits/Dispatch/TN(days) B. 2.8.8.1 P.10 Line Sharing/s-10 circuits/Dispatch/TN(days) B. 2.8.8.1 P.10 Line Sharing/s-10 circuits/Dispatch/TN(days) B. 2.8.8.1 P.10 Line Sharing/s-10 circuits/Dispatch/TN(days) B. 2.8.8.1 P.10 Line Sharing/s-10 circuits/Dispatch/TN(days) B. 2.8.8.1 P.10 Line Sharing/s-10 circuits/Dispatch/TN(days) B. 2.8.8.1 P.10 Line Sharing/s-10 circuits/Dispatch/TN(days) B. 2.8.8.1 P.10 Line Sharing/s-10 circuits/Dispatch/TN(days) B. 2.8.8.1 P.10 Line Sharing/s-10 circuits/Dispatch/TN(days) B. 2.8.8.1 P.10 Line Sharing/s-10 circuits/Dispatch/TN(days) B. 2.8.8.1 P.10 Line Sharing/s-10 circuits/Dispatch/TN(days) B. 2.8.8.1 P.10 Line Sharing/s-10 circui    | B.2.28.3.2.2  | P-10 | Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)       |
| B. 2.8.4.2.1 P-10 Combo Other/> 10 circuits/Dispatch/TN(days)  2.28.5.2.1 P-10 xDSL (ADSL, HDSL and UCL)     10 crouts/Dispatch/TN(days)  8.2.8.5.1.1 P-10 xDSL (ADSL, HDSL and UCL)     10 crouts/Dispatch/TN(days)  8.2.8.5.2.2 P-10 xDSL (ADSL, HDSL and UCL)     10 crouts/Dispatch/TN(days)  8.2.8.5.2.2 P-10 xDSL (ADSL, HDSL and UCL)     10 crouts/Dispatch/TN(days)  8.2.8.6.1.2 P-10 xDSL (ADSL, HDSL and UCL)     10 crouts/Dispatch/TN(days)  8.2.8.6.1.2 P-10 UNE ISDN-10 circuits/Dispatch/TN(days)  8.2.8.6.1.2 P-10 UNE ISDN-10 circuits/Dispatch/TN(days)  8.2.8.6.1.2 P-10 UNE ISDN-10 circuits/Dispatch/TN(days)  8.2.8.6.2.2 P-10 UNE ISDN-10 circuits/Dispatch/TN(days)  8.2.8.7.1.2 P-10 UNE ISDN-10 circuits/Dispatch/TN(days)  8.2.8.7.1.2 P-10 UNE ISDN-10 circuits/Dispatch/TN(days)  8.2.8.7.1.2 P-10 Line Sharing/≤-10 circuits/Dispatch/TN(days)  8.2.8.7.1.2 P-10 Line Sharing/≤-10 circuits/Dispatch/TN(days)  8.2.8.8.7.1 P-10 Line Sharing/≤-10 circuits/Dispatch/TN(days)  8.2.8.8.7.1 P-10 UW Analog Loop Design/<-10 circuits/Dispatch/TN(days)  8.2.8.8.1.1 P-10 2W Analog Loop Design/<-10 circuits/Dispatch/TN(days)  8.2.8.8.2.2 P-10 UW Analog Loop Design/<-10 circuits/Dispatch/TN(days)  8.2.8.8.2.1 P-10 2W Analog Loop Design/<-10 circuits/Dispatch/TN(days)  8.2.8.8.9.1 P-10 2W Analog Loop Non-Design/<-10 circuits/Dispatch/TN(days)  8.2.8.9.2.1 P-10 2W Analog Loop Non-Design/<-10 circuits/Dispatch/TN(days)  8.2.8.9.2.1 P-10 2W Analog Loop Non-Design/<-10 circuits/Dispatch/TN(days)  8.2.8.9.2.1 P-10 2W Analog Loop Non-Design/<-10 circuits/Dispatch/TN(days)  8.2.8.9.2.1 P-10 2W Analog Loop Non-Design/<-10 circuits/Dispatch/TN(days)  8.2.8.9.2.1 P-10 2W Analog Loop wiNP Design/<-10 circuits/Non-Dispatch/TN(days)  8.2.8.11.2 P-10 2W Analog Loop wiNP   | B.2.28.4.1.1  |      | Combo Other/<10 circuits/Dispatch/TN(days)                         |
| B. 2.8.4.2.2  P.10 Combo Other/> Dother/> other/ Dother/     | B.2.28.4.1.2  |      | Combo Other/<10 circuits/Non-Dispatch/TN(days)                     |
| B.2.28.5.1.1 P-10 xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days) B.2.28.5.2.1 P-10 xDSL (ADSL, HDSL and UCL)/>-10 circuits/Dispatch/TN(days) B.2.28.5.2.1 P-10 xDSL (ADSL, HDSL and UCL)/>-10 circuits/Dispatch/TN(days) B.2.28.6.1.2 P-10 UNE ISDN-10 circuits/Dispatch/TN(days) B.2.28.6.1.2 P-10 UNE ISDN-10 circuits/Dispatch/TN(days) B.2.28.6.1.2 P-10 UNE ISDN-10 circuits/Dispatch/TN(days) B.2.28.6.2.2 P-10 UNE ISDN-10 circuits/Dispatch/TN(days) B.2.28.7.1 P-10 UNE ISDN-10 circuits/Dispatch/TN(days) B.2.28.7.1 P-10 UNE ISDN-10 circuits/Dispatch/TN(days) B.2.28.7.1 P-10 UNE ISDN-10 circuits/Dispatch/TN(days) B.2.28.7.1 P-10 UNE ISDN-10 circuits/Dispatch/TN(days) B.2.28.7.2 P-10 Line Sharing/<-10 circuits/Dispatch/TN(days) B.2.28.7.2 P-10 Line Sharing/<-10 circuits/Dispatch/TN(days) B.2.28.7.2 P-10 Line Sharing/<-10 circuits/Dispatch/TN(days) B.2.28.8.1 P-10 2W Analog Loop Design/<-10 circuits/Dispatch/TN(days) B.2.28.9.2 P-10 ZW Analog Loop Design/<-10 circuits/Dispatch/TN(days) B.2.28.9.1 P-10 ZW Analog Loop Design/<-10 circuits/Dispatch/TN(days) B.2.28.9.1 P-10 ZW Analog Loop Design/<-10 circuits/Dispatch/TN(days) B.2.28.9.1 P-10 ZW Analog Loop Non-Design/<-10 circuits/Non-Dispatch/TN(days) B.2.28.9.1 P-10 ZW Analog Loop wiNP Design/<-10 circuits/Non-Dispatch/TN(days) B.2.28.9.1 P-10 ZW Analog Loop wiNP Design/<-10 circuits/Non-Dispatch/TN(days) B.2.28.10.1 P-10 ZW Analog Loop wiNP Design/<-10 circuits/Non-Dispatch/TN(days) B.2.28.10.1 P-10 ZW Analog Loop wiNP Design/<-10 circuits/Non-Dispatch/TN(days) B.2.28.10.1 P-10 ZW Analog Loop wiNP Design/<-10 circuits/Non-Dispatch/TN(days) B.2.28.11.1 P-10 ZW Analog Loop wiNP Design/<-10 circuits/Non-Dispatch/TN(days) B.2.28.11.1 P-10 ZW Analog Loop wiNP De    | B.2.28.4.2.1  | P-10 | Combo Other/>=10 circuits/Dispatch/TN(days)                        |
| B. 2.8.5.1.2 P.10 xDSL (ADSL, HDSL and UCL)/x-10 circuits/Non-Dispatch/TN(days) B. 2.8.5.2.2 P.10 xDSL (ADSL, HDSL and UCL)/x-10 circuits/Dispatch/TN(days) B. 2.8.6.1.1 P.10 UNE ISDN/x-10 circuits/Dispatch/TN(days) B. 2.8.6.1.2 P.10 UNE ISDN/x-10 circuits/Dispatch/TN(days) B. 2.8.6.2.1 P.10 UNE ISDN/x-10 circuits/Dispatch/TN(days) B. 2.8.6.2.1 P.10 UNE ISDN/x-10 circuits/Dispatch/TN(days) B. 2.8.6.2.2 P.10 UNE ISDN/x-10 circuits/Dispatch/TN(days) B. 2.8.6.2.2 P.10 UNE ISDN/x-10 circuits/Dispatch/TN(days) B. 2.8.7.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.8.7.2.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.8.7.2.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.8.7.2.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.8.8.1.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.2.8.8.1.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.2.8.8.1.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.2.8.8.1.2 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.2.8.8.1.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.2.8.9.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.2.8.9.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.2.8.9.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.2.8.9.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.2.8.9.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.2.8.9.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.2.8.9.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.2.8.9.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.2.8.9.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.2.8.9.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.2.8.9.9.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.2.8.9.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.2.8.9.9.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.2.8.9.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.2.8.9.9.1 P.10 Line Sharing/x-10 circuits/Dispatch/TN(days) B. 2.2.8.9.    | B.2.28.4.2.2  |      |  |
| B. 2.8.5.2.1 P-10 xDSL (ADSL, HDSL and UCL)/s=10 circuits/Dispatch/TN(days)  B. 2.8.6.1.1 P-10 vDSL (ADSL, HDSL and UCL)/s=10 circuits/Non-Dispatch/TN(days)  B. 2.8.6.1.2 P-10 UNE ISDN/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8.6.1.2 P-10 UNE ISDN/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8.6.2.2 P-10 UNE ISDN/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8.7.1.2 P-10 Line Sharing/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8.7.1.2 P-10 Line Sharing/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8.7.1.2 P-10 Line Sharing/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8.7.2.1 P-10 Line Sharing/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8.7.2.1 P-10 Line Sharing/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8.8.1.1 P-10 2W Analog Loop Design/s-10 circuits/Dispatch/TN(days)  B. 2.8.8.1.1 P-10 2W Analog Loop Design/s-10 circuits/Dispatch/TN(days)  B. 2.8.8.2.2 P-10 2W Analog Loop Design/s-10 circuits/Dispatch/TN(days)  B. 2.8.8.2.1 P-10 2W Analog Loop Design/s-10 circuits/Dispatch/TN(days)  B. 2.8.9.1 P-10 2W Analog Loop Design/s-10 circuits/Dispatch/TN(days)  B. 2.8.9.1 P-10 2W Analog Loop Non-Design/s-10 circuits/Dispatch/TN(days)  B. 2.8.9.2 P-10 2W Analog Loop Non-Design/s-10 circuits/Dispatch/TN(days)  B. 2.8.9.2 P-10 2W Analog Loop Non-Design/s-10 circuits/Dispatch/TN(days)  B. 2.8.9.1 P-10 2W Analog Loop Non-Design/s-10 circuits/Dispatch/TN(days)  B. 2.8.9.1 P-10 2W Analog Loop wiNP Design/s-10 circuits/Dispatch/TN(days)  B. 2.8.1 P-10 2W Analog Loop wiNP Design/s-10 circuits/Dispatch/TN(days)  B. 2.8.1 P-10 2W Analog Loop wiNP Design/s-10 circuits/Dispatch/TN(days)  B. 2.8.1 P-10 2W Analog Loop wiNP Design/s-10 circuits/Dispatch/TN(days)  B. 2.8.1 P-10 2W Analog Loop wiNP Design/s-10 circuits/Dispatch/TN(days)  B. 2.8.1 P-10 2W Analog Loop wiNP Design/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8.1 P-10 2W Analog Loop wiNP Design/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8.1 P-10 2W Analog Loop wiNP Design/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8.1 P-10 2W Analog Loop wiNP Design/s-10 circuits/Non-Dispatch/TN(days)  B. 2.8.1    | B.2.28.5.1.1  |      |  |
| B. 2.2.8.52 P10  |               |      |  |
| B. 2.8.6.1.1 P-10 UNE ISDN/<10 circuits/Olspatch/TN(days) P. 2.8.6.2.1 P-10 UNE ISDN/<10 circuits/Ono-Dispatch/TN(days) B. 2.8.6.2.2 P-10 UNE ISDN/<10 circuits/Son-Dispatch/TN(days) B. 2.8.6.2.2 P-10 UNE ISDN/>=10 circuits/Son-Dispatch/TN(days) B. 2.8.7.1.2 P-10 Line Sharing/<10 circuits/Son-Dispatch/TN(days) B. 2.8.7.1.2 P-10 Line Sharing/<10 circuits/Son-Dispatch/TN(days) B. 2.8.7.2.1 P-10 Line Sharing/=10 circuits/Son-Dispatch/TN(days) B. 2.8.7.2.2 P-10 Line Sharing/=10 circuits/Son-Dispatch/TN(days) B. 2.8.7.2.2 P-10 Line Sharing/=10 circuits/Son-Dispatch/TN(days) B. 2.8.8.1.1 P-10 ZW Analog Loop Design/<10 circuits/Son-Dispatch/TN(days) B. 2.28.8.1.2 P-10 ZW Analog Loop Design/<10 circuits/Dispatch/TN(days) B. 2.28.8.2.1 P-10 ZW Analog Loop Design/>Design/<10 circuits/Son-Dispatch/TN(days) B. 2.28.9.1.1 P-10 ZW Analog Loop Design/<10 circuits/Son-Dispatch/TN(days) B. 2.28.9.1.2 P-10 ZW Analog Loop Non-Design/<10 circuits/Son-Dispatch/TN(days) B. 2.28.9.1.2 P-10 ZW Analog Loop Non-Design/<10 circuits/Son-Dispatch/TN(days) B. 2.28.9.1.2 P-10 ZW Analog Loop Non-Design/>Desig    |               |      |  |
| B.2.28.6.1.2 P-10 UNE ISDN/>=10 circuits/Non-Dispatch/TN(days)  B.2.28.6.2.1 P-10 UNE ISDN/>=10 circuits/Dispatch/TN(days)  B.2.28.7.1.1 P-10 Line Sharing/<10 circuits/Dispatch/TN(days)  B.2.28.7.1.2 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days)  B.2.28.7.2.1 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days)  B.2.28.7.2.1 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days)  B.2.28.7.2.1 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days)  B.2.28.7.2.1 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days)  B.2.28.1.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days)  B.2.28.8.1.2 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days)  B.2.28.8.2.2 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days)  B.2.28.9.2.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days)  B.2.28.9.2.1 P-10 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)  B.2.28.9.1.1 P-10 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)  B.2.28.9.2.1 P-10 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)  B.2.28.9.2.1 P-10 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)  B.2.28.10.1.1 P-10 2W Analog Loop wiln/P Design/>=10 circuits/Dispatch/TN(days)  B.2.28.10.1.1 P-10 2W Analog Loop wiln/P Design/>=10 circuits/Dispatch/TN(days)  B.2.28.10.1.2 P-10 2W Analog Loop wiln/P Design/>=10 circuits/Dispatch/TN(days)  B.2.28.10.1.2 P-10 2W Analog Loop wiln/P Design/>=10 circuits/Dispatch/TN(days)  B.2.28.10.1.2 P-10 2W Analog Loop wiln/P Design/>=10 circuits/Dispatch/TN(days)  B.2.28.11.1 P-10 2W Analog Loop wiln/P Design/>=10 circuits/Dispatch/TN(days)  B.2.28.11.1 P-10 2W Analog Loop wiln/P Non-Design/<10 circuits/Non-Dispatch/TN(days)  B.2.28.11.1 P-10 2W Analog Loop wiln/P Non-Design/>=10 circuits/Non-Dispatch/TN(days)  B.2.28.11.1 P-10 2W Analog Loop wiln/P Non-Design/>=10 circuits/Non-Dispatch/TN(days)  B.2.28.11.1 P-10 2W Analog Loop wiln/P Non-Design/>=10 circuits/Non-Dispatch/TN(days)  B.2.28.11.1 P-14 2W Analog Loop wiln/P Non-Design/>=10 circuits/Non-Dispatch/TN(days)  B.2.28.13.1 P-14 2W Analog Loop    |               |      |  |
| B. 2.2.8.6.2.1 P-10 UNE ISDN/>=10 circuits/Non-Dispatch/TN(days) B. 2.2.8.7.1.1 P-10 Line Sharing/<10 circuits/Non-Dispatch/TN(days) B. 2.2.8.7.2.2 P-10 Line Sharing/<10 circuits/Non-Dispatch/TN(days) B. 2.2.8.7.2.1 Line Sharing/<10 circuits/Non-Dispatch/TN(days) B. 2.2.8.7.2.2 P-10 Line Sharing/≈10 circuits/Non-Dispatch/TN(days) B. 2.2.8.7.2.1 P-10 Zine Sharing/≈10 circuits/Non-Dispatch/TN(days) B. 2.2.8.7.2.2 P-10 Line Sharing/≈10 circuits/Non-Dispatch/TN(days) B. 2.2.8.8.1.1 P-10 Zine Analog Loop Design/<10 circuits/Dispatch/TN(days) B. 2.2.8.8.1.2 P-10 Zine Analog Loop Design/<10 circuits/Dispatch/TN(days) B. 2.2.8.8.2.1 P-10 Zine Analog Loop Design/<10 circuits/Dispatch/TN(days) B. 2.2.8.9.1.2 P-10 Zine Analog Loop Design/<10 circuits/Dispatch/TN(days) B. 2.2.8.9.1.2 P-10 Zine Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days) B. 2.2.8.9.1.2 P-10 Zine Analog Loop Non-Design/<10 circuits/Dispatch/TN(days) B. 2.2.8.9.1.2 P-10 Zine Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days) B. 2.2.8.9.1.2 P-10 Zine Analog Loop Non-Design/<10 circuits/Dispatch/TN(days) B. 2.2.8.9.1.2 P-10 Zine Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days) B. 2.2.8.10.1 P-10 Zine Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days) B. 2.2.8.10.1 P-10 Zine Analog Loop wiln P Design/<10 circuits/Non-Dispatch/TN(days) B. 2.2.8.10.1 P-10 Zine Analog Loop wiln P Design/<10 circuits/Non-Dispatch/TN(days) B. 2.2.8.11.1.1 P-10 Zine Analog Loop wiln P Design/<10 circuits/Non-Dispatch/TN(days) B. 2.2.8.11.1.1 P-10 Zine Analog Loop wiln P Non-Design/<10 circuits/Non-Dispatch/TN(days) B. 2.2.8.11.1.2 P-10 Zine Analog Loop wiln P Non-Design/<10 circuits/Non-Dispatch/TN(days) B. 2.2.8.11.2 P-10 Zine Analog Loop wiln P Non-Design/<10 circuits/Non-Dispatch/TN(days) B. 2.2.8.11.2 P-10 Zine Analog Loop wiln P Non-Design/<10 circuits/Non-Dispatch/TN(days) B. 2.2.8.11.1 P-10 Zine Analog Loop wiln P Non-Design/<10 circuits/Non-Dispatch/TN(days) B. 2.2.8.11.1 P-14 Zine Analog Loop wiln P Non-Design/<10 circuits/Non-Dispatch/TN    |               |      |  |
| B.2.28.7.1.1   P-10  |               |      |  |
| B.2.28.7.1.1   B.2.28.7.1.2   P-10   |               |      |  |
| B.2.28.7.1.2 P-10 Line Sharing/<10 circuits/Non-Dispatch/TN(days) B.2.28.7.2.1 P-10 Line Sharing/> P-10 Line Sharing/> B.2.28.7.2.2 P-10 Line Sharing/> B.2.28.8.1.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.28.8.1.2 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.28.8.1.2 P-10 2W Analog Loop Design/> P-10 1 2W Analog Loop Design/> B.2.28.8.2.1 P-10 2W Analog Loop Design/> P-10 2W Analog Loop Design/> B.2.28.9.1.1 P-10 2W Analog Loop Design/> B.2.28.9.1.1 P-10 2W Analog Loop Non-Design/> B.2.28.10.1.1 P-10 2W Analog Loop Non-Design/> B.2.28.10.1.1 P-10 2W Analog Loop Non-Design/> B.2.28.10.1.1 P-10 2W Analog Loop WINP Design/> B.2.28.10.1.1 P-10 2W Analog Loop WINP Design/> B.2.28.10.1.1 P-10 2W Analog Loop WINP Design/> B.2.28.10.1.2 P-10 2W Analog Loop WINP Design/> B.2.28.10.1.1 P-10 2W Analog Loop WINP Design/> B.2.28.10.1.1 P-10 2W Analog Loop WINP Design/> B.2.28.10.1.1 P-10 2W Analog Loop WINP Design/> B.2.28.11.1 P-10 2W Analog Loop WINP Non-Design/> B.2.28.11.2 P-10 2W Analog Loop WINP Non-Design/> B.2.28.11.2 P-10 2W Analog Loop WINP Non-Design/> B.2.28.11.1 P-10 2W Analog Loop WINP Non-Design/> B.2.28.11.1 P-10 2W Analog Loop WINP Non-Design/> B.2.28.11.1 P-10 2W Analog Loop WINP Non-Design/> B.2.28.11.1 P-10 2W Analog Loop WINP Non-Design/> B.2.28.11.1 P-10 2W Analog Loop WINP Non-Design/> B.2.28.11.1 P-10 2W Analog Loop WINP Non-Design/> B.2.28.11.1 P-10 2W Analog Loop WINP Non-Design/> B.2.28.11.1 P-14 2W Analog Loop WINP Non-Design/> B.2.28.11.1 P-14 2W Analog Loop WINP Non-Design/> B.2.28.11.1 P-14 2W Analog Loop WINP Non-Design/> B.2.28.11.1 P    |               |      |  |
| B.2.28.7.2.1         P-10         Line Sharing/s=10 circuits/Dispatch/TN(days)           B.2.28.8.1.2         P-10         Line Sharing/s=10 circuits/Non-Dispatch/TN(days)           B.2.28.8.1.1         P-10         2W Analog Loop Design/<10 circuits/Dispatch/TN(days)   |               |      |  |
| B.2.28.7.2.2 P-10 Line Sharing/s=10 circuits/Non-Dispatch/TN(days) B.2.28.8.1.1 P-10 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.8.2.1 P-10 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days) B.2.28.8.2.2 P-10 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days) B.2.28.9.1.2 P-10 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days) B.2.28.9.1.1 P-10 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days) B.2.28.9.1.2 P-10 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days) B.2.28.9.2.2 P-10 2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.9.2.2 P-10 2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.9.2.1 P-10 2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.10.1.1 P-10 2W Analog Loop wiNP Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.10.1.2 P-10 2W Analog Loop wiNP Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.10.2.1 P-10 2W Analog Loop wiNP Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.10.2.1 P-10 2W Analog Loop wiNP Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.11.1.1 P-10 2W Analog Loop wiNP Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.11.1.1 P-10 2W Analog Loop wiNP Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.11.1.2 P-10 2W Analog Loop wiNP Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.11.1.1 P-10 2W Analog Loop wiNP Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.11.1.2 P-10 2W Analog Loop wiNP Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.11.1 P-14 2W Analog Loop wiNP Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.12.1 P-14 2W Analog Loop wiNP Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.13.1 P-14 2W Analog Loop wiNP Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.13.1 P-14 2W Analog Loop wiNP Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.13.1 P-14 2W Analog Loop wiNP Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.13.1 P-14 2W Analog Loop wiNP Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.13.1 P-10 Other Design/<10 circuits/Non-Dis    |               |      |  |
| B.2.28.8.1.1         P-10         2W Analog Loop Design/<10 circuits/Dispatch/TN(days)   |               |      |  |
| B.2.28.8.1.2         P-10         2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)   |               |      |  |
| B.2.28.8.2.1         P-10         2W Analog Loop Design/> =10 circuits/Dispatch/TN(days)           B.2.28.8.2.2         P-10         2W Analog Loop Design/> =10 circuits/Dispatch/TN(days)           B.2.28.9.1.1         P-10         2W Analog Loop Non-Design/< =10 circuits/Non-Dispatch/TN(days)   |               |      |  |
| B.2.28.8.2.2         P-10         2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)           B.2.28.9.1.2         P-10         2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)   |               |      |  |
| B.2.28.9.1.1         P-10         2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)   |               |      |  |
| B.2.28.9.1.2         P-10         2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)   |               |      |  |
| B.2.28.9.2.1         P-10         2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)           B.2.28.9.2.2         P-10         2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN(days)           B.2.28.10.1.1         P-10         2W Analog Loop w/INP Design/<-10 circuits/Non-Dispatch/TN(days)   |               |      |  |
| B.2.28.9.2.2         P-10         2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN(days)           B.2.28.10.1.1         P-10         2W Analog Loop wilNP Design/<10 circuits/Dispatch/TN(days)  |               |      |  |
| B.2.28.10.1.1 B.2.28.10.1.2 B.2.28.10.1.2 B.2.28.10.1.2 B.2.28.10.1.2 B.2.28.10.2.1 B.2.28.10.2.1 B.2.28.10.2.2 B.2.28.10.2.1 B.2.28.10.2.2 B.2.28.10.2.1 B.2.28.10.2.2 B.2.28.10.2.1 B.2.28.10.2.2 B.2.28.10.2.1 B.2.28.10.2.2 B.2.28.10.2.1 B.2.28.10.2.2 B.2.28.10.2.1 B.2.28.10.2.2 B.2.28.10.2.1 B.2.28.10.2.2 B.2.28.10.2 B    |               |      |  |
| B.2.28.10.1.2         P-10         2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)  |               |      |  |
| B.2.28.10.2.1 P-10 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days) B.2.28.11.1.1 P-10 2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.11.1.2 P-10 2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.11.2.1 P-10 2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.11.2.2 P-10 2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.11.2.1 P-14 2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.12.1.1 P-14 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.12.1 P-14 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.12.2 P-14 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.13.1.1 P-14 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.13.1.2 P-14 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.13.1.2 P-14 2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.13.1.2 P-14 2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.13.1.2 P-14 2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.13.2.1 P-14 2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.14.1.1 P-10 Other Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.14.1.1 P-10 Other Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.14.1.1 P-10 Other Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.15.1.1 P-10 Other Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.15.1.1 P-10 Other Non-Design/>=10 circuits/Non-Dispatch/TN(day    |               |      |  |
| B.2.28.10.2.2 P-10   |               |      |  |
| B.2.28.11.1.2         P-10         2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN(days)  | B.2.28.10.2.2 | P-10 |  |
| B.2.28.11.2.1   P-10    2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(days)  | B.2.28.11.1.1 | P-10 | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)     |
| B.2.28.11.2.2         P-10         2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN(days)           B.2.28.12.1.1         P-14         2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)           B.2.28.12.1.2         P-14         2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)           B.2.28.12.2.1         P-14         2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(days)           B.2.28.12.2.2         P-14         2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(days)           B.2.28.13.1.2         P-14         2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN(days)           B.2.28.13.1.2         P-14         2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN(days)           B.2.28.13.2.1         P-14         2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN(days)           B.2.28.13.2.2         P-14         2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN(days)           B.2.28.14.1.2         P-10         Other Design/<=10 circuits/Dispatch/TN(days)           B.2.28.14.1.1         P-10         Other Design/<=10 circuits/Dispatch/TN(days)           B.2.28.14.2.2         P-10         Other Design/>=10 circuits/Non-Dispatch/TN(days)           B.2.28.14.2.1         P-10         Other Design/>=10 circuits/Non-Dispatch/TN(days)           B.2.28.15.2.2         P-10         Other Non-Design/>=10 circuits/Non-Dispatch/TN   | B.2.28.11.1.2 | P-10 | 2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN(days) |
| B.2.28.12.1.1 P-14 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days) B.2.28.12.12 P-14 2W Analog Loop w/LNP Design/s−10 circuits/Non-Dispatch/TN(days) B.2.28.12.2.1 P-14 2W Analog Loop w/LNP Design/s−10 circuits/Non-Dispatch/TN(days) B.2.28.13.1.1 P-14 2W Analog Loop w/LNP Design/s−10 circuits/Dispatch/TN(days) B.2.28.13.1.2 P-14 2W Analog Loop w/LNP Non-Design/s−10 circuits/Dispatch/TN(days) B.2.28.13.2.1 P-14 2W Analog Loop w/LNP Non-Design/s−10 circuits/Dispatch/TN(days) B.2.28.13.2.1 P-14 2W Analog Loop w/LNP Non-Design/s−10 circuits/Dispatch/TN(days) B.2.28.13.2.1 P-14 2W Analog Loop w/LNP Non-Design/s−10 circuits/Non-Dispatch/TN(days) B.2.28.13.2.1 P-10 Other Design/s−10 circuits/Dispatch/TN(days) B.2.28.14.1.2 P-10 Other Design/s−10 circuits/Dispatch/TN(days) B.2.28.14.2.1 P-10 Other Design/s−10 circuits/Non-Dispatch/TN(days) B.2.28.15.1.1 P-10 Other Non-Design/s−10 circuits/Dispatch/TN(days) B.2.28.15.1.2 P-10 Other Non-Design/s−10 circuits/Dispatch/TN(days) B.2.28.15.2.1 B.2.28.15.2.1 P-10 Other Non-Design/s−10 circuits/Dispatch/TN(days) B.2.28.15.2.1 P-10 Other Non-Design/s−10 circuits/Dispatch/TN(days) B.2.28.15.2.1 P-10 Other Non-Design/s−10 circuits/Dispatch/TN(days) B.2.28.15.2.1 P-10 Other Non-Design/s−10 circuits/Dispatch/TN(days) B.2.28.15.2.1 P-10 INP (Standalone)/s−10 circuits/Non-Dispatch/TN(days) B.2.28.16.2.1 P-10 INP (Standalone)/s−10 circuits/Non-Dispatch/TN(days) B.2.28.16.2.1 P-14 LNP (Standalone)/s−10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 P-14 LNP (Standalone)/s−10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 P-14 LNP (Standalone)/s−10 circuits/Non-Dispatch/TN(days)  | B.2.28.11.2.1 |      |  |
| B.2.28.12.1.2         P-14         2W Analog Loop w/LNP Design/<-10 circuits/Non-Dispatch/TN(days)   | B.2.28.11.2.2 |      |  |
| B.2.28.12.2.1 P-14 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(days) B.2.28.13.1.1 P-14 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.13.1.2 P-14 2W Analog Loop w/LNP Non-Design/<=10 circuits/Non-Dispatch/TN(days) B.2.28.13.2.1 P-14 2W Analog Loop w/LNP Non-Design/<=10 circuits/Non-Dispatch/TN(days) B.2.28.13.2.2 P-14 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days) B.2.28.14.2.1 P-10 Other Design/<=10 circuits/Dispatch/TN(days) B.2.28.14.1.2 P-10 Other Design/<=10 circuits/Dispatch/TN(days) B.2.28.14.2.1 P-10 Other Design/<=10 circuits/Dispatch/TN(days) B.2.28.14.2.1 P-10 Other Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.15.1.1 P-10 Other Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.15.1.2 P-10 Other Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.15.2.1 P-10 Other Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.15.2.1 P-10 Other Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.15.2.1 P-10 Other Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.16.2.1 P-10 INP (Standalone)/<=10 circuits/Dispatch/TN(days) B.2.28.16.1.2 P-10 INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.16.2.1 P-10 INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.16.2.1 P-10 INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.1.1 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.1.2 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)   |               |      |  |
| B.2.28.12.2.2 P-14 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.13.1.1 P-14 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(days) B.2.28.13.2.1 P-14 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(days) B.2.28.13.2.2 P-14 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days) B.2.28.13.2.1 P-10 QW Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days) B.2.28.14.1.1 P-10 Other Design/<10 circuits/Dispatch/TN(days) B.2.28.14.1.2 P-10 Other Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.14.2.1 P-10 Other Design/>=10 circuits/Dispatch/TN(days) B.2.28.14.2.1 P-10 Other Design/>=10 circuits/Dispatch/TN(days) B.2.28.15.1.1 P-10 Other Non-Design/<10 circuits/Dispatch/TN(days) B.2.28.15.1.2 P-10 Other Non-Design/<10 circuits/Dispatch/TN(days) B.2.28.15.2.1 P-10 Other Non-Design/>=10 circuits/Dispatch/TN(days) B.2.28.15.2.1 P-10 Other Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.15.2.1 P-10 INP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.28.16.1.1 P-10 INP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.28.16.2 P-10 INP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.28.16.2.1 P-14 LNP (Standalone)/<10 circuits/Dispatch/TN(days) B.2.28.17.2.2 P-14 LNP (Standalone)/<-10 circuits/Non-Dispatch/TN(days)   |               |      |  |
| B.2.28.13.1.1 P-14 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(days) B.2.28.13.1.2 P-14 2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.13.2.1 P-14 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days) B.2.28.13.2.2 P-14 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days) B.2.28.14.1.1 P-10 Other Design/<-10 circuits/Dispatch/TN(days) B.2.28.14.2.1 P-10 Other Design/<-10 circuits/Dispatch/TN(days) B.2.28.14.2.1 P-10 Other Design/>=10 circuits/Dispatch/TN(days) B.2.28.14.2.1 P-10 Other Design/>=10 circuits/Dispatch/TN(days) B.2.28.15.1.2 P-10 Other Non-Design/<-10 circuits/Dispatch/TN(days) B.2.28.15.1.2 P-10 Other Non-Design/<-10 circuits/Dispatch/TN(days) B.2.28.15.2.1 P-10 Other Non-Design/>=10 circuits/Dispatch/TN(days) B.2.28.15.2.1 Dither Non-Design/>=10 circuits/Dispatch/TN(days) B.2.28.15.2.1 Dither Non-Design/>=10 circuits/Dispatch/TN(days) B.2.28.15.2.1 Dither Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.1 Dither Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 Dither Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 Dither Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 Dither Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 Dither Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 Dither Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 Dither Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 Dither Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 Dither Non-Design/=10    |               |      |  |
| B.2.28.13.1.2 P-14 2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.13.2.1 P-14 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days) B.2.28.13.2.2 P-14 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days) B.2.28.14.1.1 P-10 Other Design/<10 circuits/Dispatch/TN(days) B.2.28.14.2.1 P-10 Other Design/<10 circuits/Dispatch/TN(days) B.2.28.14.2.1 P-10 Other Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.14.2.1 P-10 Other Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.15.1.1 P-10 Other Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.15.1.2 P-10 Other Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.15.2.1 P-10 Other Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.15.2.1 B.2.28.15.2.2 P-10 Other Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.15.2.2 P-10 INP (Standalone)/<10 circuits/Dispatch/TN(days) B.2.28.16.2.1 P-10 INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.16.2.1 P-10 INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.1.1 P-14 LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.28.17.1.2 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)  |               |      |  |
| B.2.28.13.2.1 P-14 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days) B.2.28.14.1.1 P-10 Other Design/<10 circuits/Dispatch/TN(days) B.2.28.14.1.2 P-10 Other Design/<10 circuits/Dispatch/TN(days) B.2.28.14.2.1 P-10 Other Design/<10 circuits/Dispatch/TN(days) B.2.28.14.2.1 P-10 Other Design/>=10 circuits/Dispatch/TN(days) B.2.28.14.2.1 P-10 Other Design/>=10 circuits/Dispatch/TN(days) B.2.28.15.1.1 P-10 Other Design/>=10 circuits/Dispatch/TN(days) B.2.28.15.1.2 P-10 Other Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.15.2.1 P-10 Other Non-Design/>=10 circuits/Dispatch/TN(days) B.2.28.15.2.1 P-10 Other Non-Design/>=10 circuits/Dispatch/TN(days) B.2.28.15.2.1 P-10 Other Non-Design/>=10 circuits/Dispatch/TN(days) B.2.28.16.1.1 P-10 INP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.28.16.1.2 P-10 INP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.28.16.2.1 P-10 INP (Standalone)/>=10 circuits/Dispatch/TN(days) B.2.28.17.1.1 P-14 LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.28.17.1.2 P-14 LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)   |               |      |  |
| B.2.28.13.2.2 P-14   |               |      |  |
| B.2.28.14.1.1 P-10 Other Design/<10 circuits/Dispatch/TN(days) B.2.28.14.1.2 P-10 Other Design/<10 circuits/Dispatch/TN(days) B.2.28.14.2.1 P-10 Other Design/> B.2.28.14.2.2 P-10 Other Design/> B.2.28.15.1.1 P-10 Other Design/> B.2.28.15.1.1 P-10 Other Design/> B.2.28.15.1.1 P-10 Other Non-Design/<10 circuits/Dispatch/TN(days) B.2.28.15.2.1 P-10 Other Non-Design/<10 circuits/Dispatch/TN(days) B.2.28.15.2.1 B.2.28.15.2.1 B.2.28.15.2.1 B.2.28.15.2.2 P-10 Other Non-Design/> B.2.28.15.2.2 B-10 Other Non-Design/>=10 circuits/Dispatch/TN(days) B.2.28.15.2.2 B.2.28.15.1.1 B.2.28.15.2.2 B-10 INP (Standalone)/<10 circuits/Dispatch/TN(days) B.2.28.16.2.1 B.2.28.16.2.1 B-10 INP (Standalone)/>=10 circuits/Dispatch/TN(days) B.2.28.16.2.1 B-10 INP (Standalone)/>=10 circuits/Dispatch/TN(days) B.2.28.16.2.1 B-10 INP (Standalone)/>=10 circuits/Dispatch/TN(days) B.2.28.17.1.1 B-14 LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 B-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 B-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 B-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 B-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 B-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 B-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)  |               |      |  |
| B.2.28.14.1.2 P-10 Other Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.14.2.1 P-10 Other Design/>=10 circuits/Dispatch/TN(days) B.2.28.14.2.2 P-10 Other Design/>=10 circuits/Dispatch/TN(days) B.2.28.15.1.1 P-10 Other Non-Design/<10 circuits/Dispatch/TN(days) B.2.28.15.1.2 P-10 Other Non-Design/<10 circuits/Dispatch/TN(days) B.2.28.15.2.1 P-10 Other Non-Design/>=10 circuits/Dispatch/TN(days) B.2.28.15.2.1 P-10 Other Non-Design/>=10 circuits/Dispatch/TN(days) B.2.28.15.2.1 P-10 INP (Standalone)/<10 circuits/Dispatch/TN(days) B.2.28.16.1.1 P-10 INP (Standalone)/<10 circuits/Dispatch/TN(days) B.2.28.16.2.1 P-10 INP (Standalone)/>=10 circuits/Dispatch/TN(days) B.2.28.16.2.1 P-10 INP (Standalone)/>=10 circuits/Dispatch/TN(days) B.2.28.17.1.1 P-14 LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.1 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)  |               |      |  |
| B.2.28.14.2.1 P-10 Other Design/>=10 circuits/Dispatch/TN(days)  B.2.28.15.1.2 P-10 Other Non-Design/>=10 circuits/Dispatch/TN(days)  B.2.28.15.1.2 P-10 Other Non-Design/>=10 circuits/Dispatch/TN(days)  B.2.28.15.2.1 P-10 Other Non-Design/>=10 circuits/Dispatch/TN(days)  B.2.28.15.2.2 P-10 Other Non-Design/>=10 circuits/Non-Dispatch/TN(days)  B.2.28.15.2.2 P-10 INP (Standalone)/=10 circuits/Non-Dispatch/TN(days)  B.2.28.15.1.2 P-10 INP (Standalone)/<=10 circuits/Non-Dispatch/TN(days)  B.2.28.16.1.1 P-10 INP (Standalone)/<=10 circuits/Non-Dispatch/TN(days)  B.2.28.16.2.1 P-10 INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)  B.2.28.16.2.1 P-10 INP (Standalone)/>=10 circuits/Dispatch/TN(days)  B.2.28.17.1.1 P-14 LNP (Standalone)/<=10 circuits/Dispatch/TN(days)  B.2.28.17.1.2 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)  B.2.28.17.2.2 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)   |               |      |  |
| B.2.28.14.2.2 P-10 Other Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.15.1.1 P-10 Other Non-Design/<10 circuits/Dispatch/TN(days) B.2.28.15.2.1 P-10 Other Non-Design/<10 circuits/Dispatch/TN(days) B.2.28.15.2.1 P-10 Other Non-Design/>=10 circuits/Dispatch/TN(days) B.2.28.15.2.2 P-10 Other Non-Design/>=10 circuits/Dispatch/TN(days) B.2.28.15.1.1 P-10 INP (Standalone)/<10 circuits/Dispatch/TN(days) B.2.28.16.2.1 P-10 INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.16.2.2 P-10 INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.16.2.1 P-10 INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.1.1 P-14 LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.28.17.1.2 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)  |               |      |  |
| B.2.28.15.1.1         P-10         Other Non-Design/<10 circuits/Dispatch/TN(days)           B.2.28.15.1.2         P-10         Other Non-Design/<10 circuits/Non-Dispatch/TN(days)  |               |      |  |
| B.2.28.15.1.2 P-10 Other Non-Design/<10 circuits/Non-Dispatch/TN(days) B.2.28.15.2.1 P-10 Other Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.15.2.2 P-10 Other Non-Design/>=10 circuits/Dispatch/TN(days) B.2.28.15.1.2 P-10 INP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.28.16.1.1 P-10 INP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.28.16.2.1 P-10 INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.16.2.2 P-10 INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.1.1 P-14 LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.28.17.1.2 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)  |               |      |  |
| B.2.28.15.2.1 P-10 Other Non-Design/>=10 circuits/Dispatch/TN(days) B.2.28.15.2.2 P-10 Other Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.16.1.1 P-10 INP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.28.16.2.1 P-10 INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.16.2.1 P-10 INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.16.2.2 P-10 INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.1.1 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.1.2 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)   |               |      |  |
| B.2.28.15.2.2 P-10 Other Non-Design/>=10 circuits/Non-Dispatch/TN(days) B.2.28.16.1.1 P-10 INP (Standalone)/<10 circuits/Dispatch/TN(days) B.2.28.16.2.1 P-10 INP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.28.16.2.1 P-10 INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.16.2.2 P-10 INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days) B.2.28.17.1.1 P-14 LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.28.17.1.2 P-14 LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.1 P-14 LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.1 P-14 LNP (Standalone)/>=10 circuits/Dispatch/TN(days) B.2.28.17.2.2 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)   |               |      |  |
| B.2.28.16.1.1  |               |      |  |
| B.2.28.16.1.2 P-10 INP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.28.16.2.1 P-10 INP (Standalone)/⇒10 circuits/Dispatch/TN(days) B.2.28.16.2.2 P-10 INP (Standalone)/⇒10 circuits/Dispatch/TN(days) B.2.28.17.1.1 P-14 LNP (Standalone)/⇒10 circuits/Dispatch/TN(days) B.2.28.17.1.2 P-14 LNP (Standalone)/⇒10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.1 P-14 LNP (Standalone)/⇒10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.2 P-14 LNP (Standalone)/⇒10 circuits/Non-Dispatch/TN(days)   |               |      |  |
| B.2.28.16.2.1         P-10         INP (Standalone)/>=10 circuits/Dispatch/TN(days)           B.2.28.16.2.2         P-10         INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)           B.2.28.17.1.1         P-14         LNP (Standalone)/<-10 circuits/Dispatch/TN(days)  |               |      |  |
| B.2.28.16.2.2         P-10         INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)           B.2.28.17.1.1         P-14         LNP (Standalone)/<10 circuits/Dispatch/TN(days)   |               |      |  |
| B.2.28.17.1.1 P-14 LNP (Standalone)/<10 circuits/Dispatch/TN(days) B.2.28.17.1.2 P-14 LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days) B.2.28.17.2.1 P-14 LNP (Standalone)/>=10 circuits/Dispatch/TN(days) B.2.28.17.2.2 P-14 LNP (Standalone)/>=10 circuits/Dispatch/TN(days)  |               |      |  |
| B.2.28.17.1.2         P-14         LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)   |               |      |  |
| B.2.28.17.2.1 P-14 LNP (Standalone)/>=10 circuits/Dispatch/TN(days) B.2.28.17.2.2 P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)  | B.2.28.17.1.2 | P-14 |  |
|  | B.2.28.17.2.1 |      | LNP (Standalone)/>=10 circuits/Dispatch/TN(days)                   |
| B.2.28.18.1.1 P-10 Digital Loop < DS1/<10 circuits/Dispatch/TN(days)   |               |      |  |
|  | B.2.28.18.1.1 | P-10 | Digital Loop < DS1/<10 circuits/Dispatch/TN(days)                  |

| Benchmark /<br>Analog | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | ZScore | Equity     |
|-----------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|------------|
|                       |                |               |                 |                |                       |                   |        |            |
| Diagnostic            |                |               | 1.80            | 42             |                       |                   |        | Diagnostic |
| Diagnostic            |                |               | 0.33            | 1              |                       |                   |        | Diagnostic |
| Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
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| Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |
| Diagnostic            |                |               | 3.93            | 72             |                       |                   |        | Diagnostic |
| Diagnostic            |                |               |                 | -              |                       |                   |        | Diagnostic |
| Diagnostic            |                |               |                 | -              |                       |                   |        | Diagnostic |
| Diagnostic            |                |               |                 |                |                       |                   |        | Diagnostic |

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|               | D 10    |   |
|---------------|---------|---|
| B.2.28.18.1.2 | P-10    | Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)               |
| B.2.28.18.2.1 | P-10    | Digital Loop < DS1/>=10 circuits/Dispatch/TN(days)                  |
| B.2.28.18.2.2 | P-10    | Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(days)              |
| B.2.28.19.1.1 | P-10    | Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)                  |
| B.2.28.19.1.2 | P-10    | Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(days)              |
| B.2.28.19.2.1 | P-10    | Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days)                 |
| B.2.28.19.2.2 | P-10    | Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days)             |
|               | Total S | Service Order Cycle Time (offered) - Partially Mechanized           |
| B.2.29.1.1.1  | P-10    | Switch Ports/<10 circuits/Dispatch/TN(days)                         |
| B.2.29.1.1.2  | P-10    | Switch Ports/<10 circuits/Non-Dispatch/TN(days)                     |
| B.2.29.1.2.1  | P-10    | Switch Ports/>=10 circuits/Dispatch/TN(days)                        |
| B.2.29.1.2.2  | P-10    | Switch Ports/>=10 circuits/Non-Dispatch/TN(days)                    |
| B.2.29.2.1.1  | P-10    | Local Interoffice Transport/<10 circuits/Dispatch/TN(days)          |
| B.2.29.2.1.2  | P-10    | Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days)      |
| B.2.29.2.2.1  | P-10    | Local Interoffice Transport/>=10 circuits/Dispatch/TN(days)         |
| B.2.29.2.2.2  | P-10    | Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days)     |
| B.2.29.3.1.1  | P-10    | Loop + Port Combinations/<10 circuits/Dispatch/TN(days)             |
| B.2.29.3.1.2  | P-10    | Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)         |
| B.2.29.3.2.1  | P-10    | Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)            |
| B.2.29.3.2.2  | P-10    | Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)        |
| B.2.29.4.1.1  | P-10    | Combo Other/<10 circuits/Dispatch/TN(days)                          |
| B.2.29.4.1.2  | P-10    | Combo Other/<10 circuits/Non-Dispatch/TN(days)                      |
| B.2.29.4.2.1  | P-10    | Combo Other/>=10 circuits/Dispatch/TN(days)                         |
| B.2.29.4.2.2  | P-10    | Combo Other/>=10 circuits/Non-Dispatch/TN(days)                     |
| B.2.29.5.1.1  | P-10    | xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)            |
| B.2.29.5.1.2  | P-10    | xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)        |
| B.2.29.5.2.1  | P-10    | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)           |
| B.2.29.5.2.2  | P-10    | xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)       |
| B.2.29.6.1.1  | P-10    | UNE ISDN/<10 circuits/Dispatch/TN(days)                             |
| B.2.29.6.1.2  | P-10    | UNE ISDN/<10 circuits/Non-Dispatch/TN(days)                         |
| B.2.29.6.2.1  | P-10    | UNE ISDN/>=10 circuits/Dispatch/TN(days)                            |
| B.2.29.6.2.2  | P-10    | UNE ISDN/>=10 circuits/Non-Dispatch/TN(days)                        |
| B.2.29.7.1.1  | P-10    | Line Sharing/<10 circuits/Dispatch/TN(days)                         |
| B.2.29.7.1.2  | P-10    | Line Sharing/<10 circuits/Non-Dispatch/TN(days)                     |
| B.2.29.7.2.1  | P-10    | Line Sharing/>=10 circuits/Dispatch/TN(days)                        |
| B.2.29.7.2.2  | P-10    | Line Sharing/>=10 circuits/Non-Dispatch/TN(days)                    |
| B.2.29.8.1.1  | P-10    | 2W Analog Loop Design/<10 circuits/Dispatch/TN(days)                |
| B.2.29.8.1.2  | P-10    | 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)            |
| B.2.29.8.2.1  | P-10    | 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)               |
| B.2.29.8.2.2  | P-10    | 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)           |
| B.2.29.9.1.1  | P-10    | 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)            |
| B.2.29.9.1.2  | P-10    | 2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)        |
| B.2.29.9.2.1  | P-10    | 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)           |
| B.2.29.9.2.2  | P-10    | 2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN(days)       |
| B.2.29.10.1.1 | P-10    | 2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)          |
| B.2.29.10.1.2 | P-10    | 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)      |
| B.2.29.10.2.1 | P-10    | 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days)         |
| B.2.29.10.2.2 | P-10    | 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)     |
| B.2.29.11.1.1 | P-10    | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)      |
| B.2.29.11.1.2 | P-10    | 2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.29.11.2.1 | P-10    | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(days)     |
| B.2.29.11.2.2 | P-10    | 2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN(days) |
| B.2.29.12.1.1 | P-14    | 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)          |
| B.2.29.12.1.2 | P-14    | 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(days)      |
| B.2.29.12.2.1 | P-14    | 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(days)         |
| B.2.29.12.2.2 | P-14    | 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days)     |
| B.2.29.13.1.1 | P-14    | 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(days)      |
| B.2.29.13.1.2 | P-14    | 2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN(days)  |
| B.2.29.13.2.1 | P-14    | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days)     |
| B.2.29.13.2.2 | P-14    | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN(days) |
|               | -       |   |

| Benchmark /              | BSI     | 851    | CLEC    | CLEC   | Standard  | Standard |        |                          |
|--------------------------|---------|--------|---------|--------|-----------|----------|--------|--------------------------|
| Analog                   | Measure | Volume | Measure | Volume | Deviation | Error    | ZScore | Equity                   |
| B:                       |         |        |         |        |           |          |        | D:                       |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 6.69    | 13     |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
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| Diagnostic               |         |        |         |        |           |          |        | Diagnostic<br>Diagnostic |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic<br>Diagnostic |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
|                          |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic<br>Diagnostic |         |        | 2.85    | 70     |           |          |        | Diagnostic               |
|                          |         |        | 1.46    | 1,046  |           |          |        |                          |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 4.33    | 3      |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 0.33    | 1      |           |          |        | Diagnostic               |
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| Diagnostic               |         |        | 14.00   | 1      |           |          |        | Diagnostic               |
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| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 7.00    |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 7.26    | 54     |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
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| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 6.76    | 21     |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
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| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |

Benchmark /

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Standard Standard

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Diagnostic Diagnostic Diagnostic Diagnostic

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| B 2.29.14.2.1  B-10 Other Design/=10 circuits/Dispatch/TN(days)  B 2.29.15.1.1  B 2.29.15.1.2  P-10 Other Design/=10 circuits/Dispatch/TN(days)  B 2.29.15.1.2  P-10 Other Design/=10 circuits/Dispatch/TN(days)  B 2.29.15.1.2  P-10 Other Non-Design/=10 circuits/Dispatch/TN(days)  B 2.29.15.2.1  P-10 Other Non-Design/=10 circuits/Dispatch/TN(days)  B 2.29.15.2.2  P-10 Other Non-Design/=10 circuits/Dispatch/TN(days)  B 2.29.15.2.1  P-10 Other Non-Design/=10 circuits/Dispatch/TN(days)  B 2.29.16.1.1  P-10 INP (Standalone)/=10 circuits/Dispatch/TN(days)  B 2.29.16.2.1  P-10 INP (Standalone)/=10 circuits/Dispatch/TN(days)  B 2.29.16.2.1  P-10 INP (Standalone)/=10 circuits/Dispatch/TN(days)  B 2.29.17.1.1  P-14 LNP (Standalone)/=10 circuits/Dispatch/TN(days)  B 2.29.17.2.1  P-14 LNP (Standalone)/=10 circuits/Dispatch/TN(days)  B 2.29.17.2.1  P-14 LNP (Standalone)/=10 circuits/Dispatch/TN(days)  B 2.29.17.2.1  P-14 LNP (Standalone)/=10 circuits/Dispatch/TN(days)  B 2.29.17.2.1  P-14 LNP (Standalone)/=10 circuits/Dispatch/TN(days)  B 2.29.18.2.1  P-10 Digital Loop > DS1/±10 circuits/Dispatch/TN(days)  B 2.29.18.2.1  P-10 Digital Loop > DS1/±10 circuits/Dispatch/TN(days)  B 2.29.18.2.2  P-10 Digital Loop > DS1/±10 circuits/Dispatch/TN(days)  B 2.29.19.1.2  P-10 Digital Loop > DS1/±10 circuits/Dispatch/TN(days)  B 2.29.19.1.2  P-10 Digital Loop > DS1/±10 circuits/Dispatch/TN(days)  B 2.29.19.1.2  P-10 Digital Loop > DS1/±10 circuits/Dispatch/TN(days)  B 2.29.19.1.2  P-10 Digital Loop > DS1/±10 circuits/Dispatch/TN(days)  B 2.29.19.1.2  P-10 Digital Loop > DS1/±10 circuits/Dispatch/TN(days)  B 2.29.19.2.2  P-10 Digital Loop > DS1/±10 circuits/Dispatch/TN(days)  B 2.29.19.2.2  P-10 Digital Loop > DS1/±10 circuits/Dispatch/TN(days)  B 2.29.19.2.2  P-10 Digital Loop > DS1/±10 circuits/Dispatch/TN(days)  B 2.29.19.2.2  P-10 Digital Loop > DS1/±10 circuits/Dispatch/TN(days)  Digital Loop > DS1/±10 circuits/Dispatch/TN(days)  Digital Loop > DS1/±10 circuits/Dispatch/TN(days)  Digital Loop > DS1/±10 circuits/Dispatch/TN(days)  D  |               |         | Table 2011 (1981)   |
|---|---------------|---------|---|
| B. 2.9.14.2.1 B-1.0 Other Design/> B. 2.9.14.2.1 B-1.0 Other Design/> B-1.0 Other Design/> B-1.0 Other Design/> B-1.0 Other Non-Design/> -1.0 Other Non-Design/ B-1.0 Other Non-De | B.2.29.14.1.1 | P-10    | Other Design/<10 circuits/Dispatch/TN(days)               |
| B 2.29.15.1.2 P-10 Other Design/s=10 circuits/Non-Dispatch/TN(days) B 2.29.15.1.2 P-10 Other Non-Design/<br>B 2.29.15.1.2 P-10 Other Non-Design/<br>B 2.29.15.2.1 P-10 Other Non-Design/<br>B 2.29.15.2.2 P-10 Other Non-Design/<br>B 2.29.16.2.1 P-10 Other Non-Design/<br>B 2.29.16.2.1 P-10 Other Non-Design/<br>B 2.29.16.1.1 P-10 INP (Standalone)/<br>B 2.29.16.2.1 P-10 INP (Standalone)/<br>B 2.29.16.2.1 P-10 INP (Standalone)/<br>B 2.29.16.2.1 P-10 INP (Standalone)/<br>B 2.29.16.2.1 P-10 INP (Standalone)/<br>B 2.29.16.2.1 P-10 INP (Standalone)/<br>B 2.29.17.1.1 P-14 INP (Standalone)/<br>B 2.29.17.1.1 P-14 INP (Standalone)/<br>B 2.29.17.2.1 P-14 INP (Standalone)/<br>B 2.29.17.2.1 P-14 INP (Standalone)/<br>B 2.29.17.2.1 P-14 INP (Standalone)/<br>B 2.29.17.2.1 P-14 INP (Standalone)/<br>B 2.29.17.2.1 P-14 INP (Standalone)/<br>B 2.29.17.2.1 P-14 INP (Standalone)/<br>B 2.29.17.2.1 P-14 INP (Standalone)/<br>B 2.29.18.1.1 P-10 Digital Loop<br>B 2.29.18.2.1 P-10 Digital Loop<br>B 2.29.18.2.1 P-10 Digital Loop<br>B 2.29.18.2.2 D 2.29.18.1.1 P-10 Digital Loop<br>B 2.29.18.2.2 P-10 Digital Loop<br>B 2.29.18.2.2 P-10 Digital Loop<br>B 2.29.18.2.2 P-10 Digital Loop<br>B 2.29.18.2.2 P-10 Digital Loop<br>B 2.29.18.2.2 P-10 Digital Loop<br>B 2.29.18.2.2 P-10 Digital Loop<br>B 2.29.19.2.2 P-10 Digital Loop<br>B 2.29.19.2.2 P-10 Digital Loop<br>B 2.29.19.2.2 P-10 Digital Loop<br>B 2.29.19.2.2 P-10 Digital Loop<br>B 2.29.19.2.2 P-10 Digital Loop<br>B 2.29.19.2.2 P-10 Digital Loop<br>B 2.29.19.2.2 P-10 Digital Loop<br>B 2.29.19.2.2 P-10 Digital Loop<br>B 2.29.19.2.2 P-10 Digital Loop<br>B 2.29.19.2.2 P-10 Digital Loop<br>B 2.29.19.2.2 P-10 Digital Loop<br>B 2.29.19.2.2 P-10 Digital Loop<br>B 2.29.19.2.2 P-10 Digital Loop<br>B 2.29.19.2.2 P-10 Digital Loop<br>B 2.29.19.2.2 P-10 Digital Loop<br>B 2.29.19.2.2 P-10 Digital Loop<br>B 2.29.19.2.2 P-10 Digital Loop<br>B 2.29.10.2.2 P-10 Digital Loop<br>B 2.29.10.2.2 P-1   |               |         |   |
| B. 2.9.15.1.1 P.10 Other Non-Design/<10 circuits/Dispatch/TN(days)  B. 2.9.15.2.1 P.10 Other Non-Design/<10 circuits/Non-Dispatch/TN(days)  B. 2.9.16.2.2 P.10 Other Non-Design/> B. 2.9.16.2.1 P.10 Other Non-Design/> Directive Non-Design/> B. 2.9.16.2.2 P.10 Other Non-Design/> Directive Non-Design/> P.10 INP (Standalone)/  |               |         |   |
| B 2.29.15.1.2 P-10 Other Non-Design/<10 circuits/Non-Dispatch/TN(days) B 2.29.15.2.1 P-10 Other Non-Design/> B 2.29.15.2.2 P-10 Other Non-Design/> B 2.29.16.1.1 P-10 Other Non-Design/> B 2.29.16.2.1 P-10 Other Non-Design/> B 2.29.16.2.1 P-10 INP (Standalone)/×10 circuits/Non-Dispatch/TN(days) B 2.29.16.2.1 P-10 INP (Standalone)/×10 circuits/Non-Dispatch/TN(days) B 2.29.16.2.1 P-10 INP (Standalone)/≥-10 circuits/Non-Dispatch/TN(days) B 2.29.17.1.1 P-14 LNP (Standalone)/≥-10 circuits/Non-Dispatch/TN(days) B 2.29.17.1.1 P-14 LNP (Standalone)/≥-10 circuits/Non-Dispatch/TN(days) B 2.29.17.2.1 P-14 LNP (Standalone)/≥-10 circuits/Non-Dispatch/TN(days) B 2.29.17.2.1 P-14 LNP (Standalone)/≥-10 circuits/Non-Dispatch/TN(days) B 2.29.17.2.1 P-14 LNP (Standalone)/≥-10 circuits/Non-Dispatch/TN(days) B 2.29.18.1.1 P-10 Digital Loop <- DS1/<-10 circuits/Non-Dispatch/TN(days) B 2.29.18.1.1 P-10 Digital Loop <- DS1/<-10 circuits/Non-Dispatch/TN(days) B 2.29.18.2.1 P-10 Digital Loop <- DS1/<-10 circuits/Non-Dispatch/TN(days) B 2.29.18.2.1 P-10 Digital Loop <- DS1/<-10 circuits/Non-Dispatch/TN(days) B 2.29.19.1.2 P-10 Digital Loop <- DS1/<-10 circuits/Non-Dispatch/TN(days) B 2.29.19.1.2 P-10 Digital Loop <- DS1/<-10 circuits/Non-Dispatch/TN(days) B 2.29.19.1.2 P-10 Digital Loop <- DS1/<-10 circuits/Non-Dispatch/TN(days) B 2.29.19.1.2 P-10 Digital Loop >= DS1/<-10 circuits/Non-Dispatch/TN(days) B 2.29.19.2.2 P-10 Digital Loop >= DS1/<-10 circuits/Non-Dispatch/TN(days) B 2.29.19.2.1 P-10 Digital Loop >= DS1/<-10 circuits/Non-Dispatch/TN(days) B 2.29.19.2.2 P-10 Digital Loop >= DS1/<-10 circuits/Non-Dispatch/TN(days) B 2.29.19.2.1 P-10 Digital Loop >= DS1/<-10 circuits/Non-Dispatch/TN(days) B 2.29.19.2.1 P-10 Digital Loop >= DS1/<-10 circuits/Non-Dispatch/TN(days) B 2.29.19.2.2 P-10 Switch Ports/<-10 circuits/Non-Dispatch/TN(days) B 2.29.19.2.2 P-10 Switch Ports/<-10 circuits/Non-Dispatch/TN(days) B 2.29.19.2.2 P-10 Switch Ports/<-10 circuits/Non-Dispatch/TN(days) B 2.29.19.2.1 P-10 Local Interoffice Transport/<-10 circuits/Non-Disp |               |         |   |
| B. 2.9.1 f. 2.1  B. 2.9.1 f. 2.2  B. 2.9.1 f. 2.7  B. 2. |               |         |   |
| B.2.29.16.2.1  B.2.29.16.1.1  B.2.29.16.1.1  B.2.29.16.2.1  B.2.29.16.2.1  B.2.29.16.2.1  P.10  INP (Standalone)/-10 circuits/Dispatch/TN(days)  B.2.29.16.2.2  P.10  INP (Standalone)/-10 circuits/Dispatch/TN(days)  B.2.29.16.2.2  P.10  INP (Standalone)/-10 circuits/Dispatch/TN(days)  B.2.29.17.1.1  P.14  I.NP (Standalone)/-10 circuits/Dispatch/TN(days)  B.2.29.17.2.1  P.14  I.NP (Standalone)/-10 circuits/Dispatch/TN(days)  B.2.29.17.2.1  P.14  I.NP (Standalone)/-10 circuits/Dispatch/TN(days)  B.2.29.17.2.1  P.14  I.NP (Standalone)/-10 circuits/Dispatch/TN(days)  B.2.29.17.2.1  P.14  I.NP (Standalone)/-10 circuits/Dispatch/TN(days)  B.2.29.18.2.1  P.10  Digital Loop = DS1/-10 circuits/Dispatch/TN(days)  B.2.29.18.1.1  P.10  Digital Loop = DS1/-10 circuits/Dispatch/TN(days)  B.2.29.18.2.1  P.10  Digital Loop = DS1/-10 circuits/Dispatch/TN(days)  B.2.29.18.2.2  P.10  Digital Loop = DS1/-10 circuits/Dispatch/TN(days)  B.2.29.19.2.1  P.10  Digital Loop = DS1/-10 circuits/Dispatch/TN(days)  B.2.29.19.2.1  P.10  Digital Loop = DS1/-10 circuits/Dispatch/TN(days)  B.2.29.19.2.2  P.10  Digital Loop > DS1/-10 circuits/Dispatch/TN(days)  B.2.29.19.2.1  P.10  Digital Loop > DS1/-10 circuits/Dispatch/TN(days)  B.2.29.19.2.2  P.10  Digital Loop > DS1/-10 circuits/Dispatch/TN(days)  B.2.29.19.2.2  P.10  Digital Loop > DS1/-10 circuits/Dispatch/TN(days)  B.2.29.19.2.2  P.10  Digital Loop > DS1/-20 circuits/Dispatch/TN(days)  B.2.29.19.2.2  P.10  Digital Loop > DS1/-20 circuits/Dispatch/TN(days)  B.2.29.19.2.2  P.10  Digital Loop > DS1/-20 circuits/Dispatch/TN(days)  B.2.20.1.1.1  B.2.20.1.1.2  B.2.20.1.2.1  B.2.20.1.2.1  B.2.20.1.2.1  B.2.20.1.2.1  B.2.20.1.2.1  B.2.20.1.2.1  B.2.20.1.2.1  B.2.20.1.2.1  B.2.20.1.2.1  B.2.20.1.2.1  B.2.20.1.2.2  P.10  Local Interoffice Transport/-10 circuits/Dispatch/TN(days)  B.2.20.2.2.2  P.10  Local Interoffice Transport/-10 circuits/Dispatch/TN(days)  B.2.20.2.2.2  P.10  Local Interoffice Transport/-20 circuits/Dispatch/TN(days)  B.2.20.2.2  P.10  Local Interoffice Transport/-20 circuits/Di |               |         |   |
| B 2.29.16.1.1 P-10 INP (Standalone)/-10 circuits/Dispatch/TN(days) B 2.29.16.2.1 P-10 INP (Standalone)/-10 circuits/Non-Dispatch/TN(days) B 2.29.16.2.1 P-10 INP (Standalone)/>-10 circuits/Dispatch/TN(days) B 2.29.17.1.2 P-14 INP (Standalone)/-10 circuits/Dispatch/TN(days) B 2.29.17.1.2 P-14 INP (Standalone)/-10 circuits/Dispatch/TN(days) B 2.29.17.1.2 P-14 INP (Standalone)/-10 circuits/Dispatch/TN(days) B 2.29.17.1.2 P-14 INP (Standalone)/-10 circuits/Dispatch/TN(days) B 2.29.17.2.2 P-14 INP (Standalone)/-10 circuits/Dispatch/TN(days) B 2.29.17.2.2 P-14 INP (Standalone)/-10 circuits/Dispatch/TN(days) B 2.29.18.1.1 P-10 Digital Loop < DSIV-10 circuits/Dispatch/TN(days) B 2.29.18.1.2 P-10 Digital Loop < DSIV-10 circuits/Dispatch/TN(days) B 2.29.18.2.1 P-10 Digital Loop < DSIV-10 circuits/Dispatch/TN(days) B 2.29.18.2.1 P-10 Digital Loop < DSIV-10 circuits/Dispatch/TN(days) B 2.29.19.2.1 P-10 Digital Loop > DSIV-10 circuits/Dispatch/TN(days) B 2.29.19.2.1 P-10 Digital Loop > DSIV-10 circuits/Dispatch/TN(days) B 2.29.19.2.1 P-10 Digital Loop > DSIV-10 circuits/Dispatch/TN(days) B 2.29.19.2.2 P-10 Digital Loop > DSIV-10 circuits/Dispatch/TN(days) B 2.29.19.2.1 P-10 Digital Loop > DSIV-10 circuits/Dispatch/TN(days) B 2.29.19.2.2 P-10 Digital Loop > DSIV-10 circuits/Dispatch/TN(days) B 2.29.19.2.2 P-10 Digital Loop > DSIV-10 circuits/Dispatch/TN(days) B 2.29.19.2.2 P-10 Digital Loop > DSIV-10 circuits/Non-Dispatch/TN(days) B 2.29.10.1 P-10 Switch Ports/-10 circuits/Dispatch/TN(days) B 2.29.10.1 P-10 Switch Ports/-10 circuits/Dispatch/TN(days) B 2.29.10.1 P-10 Switch Ports/-10 circuits/Dispatch/TN(days) B 2.29.1 P-10 Switch Ports/-10 circuits/Dispatch/TN(days) B 2.29.2 P-10 Local Interoffice Transport/-10 circuits/Dispatch/TN(days) B 2.29.2 P-10 Local Interoffice Transport/-10 circuits/Dispatch/TN(days) B 2.29.2 P-10 Local Interoffice Transport/-10 circuits/Dispatch/TN(days) B 2.29.2 P-10 Local Interoffice Transport/-10 circuits/Dispatch/TN(days) B 2.29.2 P-10 Loop + Port Combinations/-10 circuits/Non-Dispatch/TN(days |               |         |   |
| B 2.29.16.1.2 P-10 INP (Standalone)/=10 circuits/Non-Dispatch/TN(days) B 2.29.16.2.1 P-10 INP (Standalone)/=10 circuits/Dispatch/TN(days) B 2.29.17.1.1 P-14 LNP (Standalone)/=10 circuits/Dispatch/TN(days) B 2.29.17.2.1 P-14 LNP (Standalone)/=10 circuits/Non-Dispatch/TN(days) B 2.29.18.2.1 P-10 Digital Loop < DS1/<-10 circuits/Non-Dispatch/TN(days) B 2.29.18.1.1 P-10 Digital Loop < DS1/<-10 circuits/Non-Dispatch/TN(days) B 2.29.18.1.2 P-10 Digital Loop < DS1/<-10 circuits/Non-Dispatch/TN(days) B 2.29.18.2.1 P-10 Digital Loop < DS1/>-10 circuits/Non-Dispatch/TN(days) B 2.29.19.1.2 P-10 Digital Loop > DS1/>-10 circuits/Non-Dispatch/TN(days) B 2.29.19.1.2 P-10 Digital Loop > DS1/>-10 circuits/Non-Dispatch/TN(days) B 2.29.19.1.2 P-10 Digital Loop > DS1/>-10 circuits/Non-Dispatch/TN(days) B 2.29.19.1.2 P-10 Digital Loop > DS1/>-10 circuits/Non-Dispatch/TN(days) B 2.29.19.2.2 P-10 Digital Loop > DS1/>-10 circuits/Non-Dispatch/TN(days) B 2.29.19.2.2 P-10 Digital Loop > DS1/>-10 circuits/Non-Dispatch/TN(days) B 2.29.19.2.2 P-10 Digital Loop > DS1/>-10 circuits/Non-Dispatch/TN(days) B 2.20.1.1.1 B 2.20.1.1.2 B 2.20.1.1.1 B 2.20.1.2 B 2.20.1.2 B 2.20.1.2 B 2.20.1.2 B 2.20.1.3 B 2.20.1.2 B 2.20.1.3 B 2.20.1.4 B 2.20.1.4 B 2.20.1.2 B 2.20.1.5 B 2.20.1.1 B 2.20.1.2 B 2.20.1.1 B 2.20.1.2 B 2.20.1.2 B 2.20.1.2 B 2.20.1.2 B 2.20.1.2 B 2.20.1.2 B 2.20.1.2 B 2.20.1.3 B 2.20.1.4 B 2.20.1.4 B 2.20.1.4 B 2.20.1.4 B 2.20.1.5 B 2.20.1.5 B 2.20.1.5 B 2.20.1.5 B 2.20.1.5 B 2.20.1.6 B 2.20.1.6 B 2.20.1.7 |               |         |   |
| B 2.29.16.2.1 P-10 INP (Standalone)>=10 circuits/Dispatch/TN(days) B 2.29.17.1.1 P-14 LNP (Standalone)/=10 circuits/Dispatch/TN(days) B 2.29.17.1.1 P-14 LNP (Standalone)/=10 circuits/Dispatch/TN(days) B 2.29.17.1.2 P-14 LNP (Standalone)/=10 circuits/Dispatch/TN(days) B 2.29.17.2.2 P-14 LNP (Standalone)/=10 circuits/Dispatch/TN(days) B 2.29.17.2.2 P-14 LNP (Standalone)/=10 circuits/Dispatch/TN(days) B 2.29.18.1.1 P-10 Digital Loop < DS1/<-10 circuits/Non-Dispatch/TN(days) B 2.29.18.1.2 P-10 Digital Loop < DS1/<-10 circuits/Dispatch/TN(days) B 2.29.18.2.1 P-10 Digital Loop < DS1/<-10 circuits/Dispatch/TN(days) B 2.29.18.2.1 P-10 Digital Loop < DS1/<-10 circuits/Dispatch/TN(days) B 2.29.19.1 P-10 Digital Loop > DS1/<-10 circuits/Dispatch/TN(days) B 2.29.19.1 P-10 Digital Loop > DS1/<-10 circuits/Dispatch/TN(days) B 2.29.19.2.1 P-10 Digital Loop > DS1/<-10 circuits/Dispatch/TN(days) B 2.29.19.2.1 P-10 Digital Loop > DS1/<-10 circuits/Dispatch/TN(days) B 2.29.19.2.1 P-10 Digital Loop > DS1/<-10 circuits/Dispatch/TN(days) B 2.29.19.2.1 P-10 Digital Loop > DS1/<-10 circuits/Dispatch/TN(days) B 2.29.19.2.1 P-10 Digital Loop > DS1/<-10 circuits/Dispatch/TN(days) B 2.29.19.2.1 P-10 Switch Ports/<-10 circuits/Dispatch/TN(days) B 2.29.19.2.1 P-10 Switch Ports/<-10 circuits/Dispatch/TN(days) B 2.29.11.1 P-10 Switch Ports/<-10 circuits/Dispatch/TN(days) B 2.29.12.2 P-10 Switch Ports/<-10 circuits/Dispatch/TN(days) B 2.29.2.2 P-10 Local Interoffice Transport/<-10 circuits/Dispatch/TN(days) B 2.29.2.2 P-10 Loop + Port Combinations/<-10 circuits/Dispatch/TN(days) B 2.29.2.2 P-10 Loop + Port Combinations/<-10 circuits/Dispatch/TN(days) B 2.29.2.3 P-10 Loop + Port Combinations/<-10 circuits/Dispatch/TN(days) B 2.29.2.3 P-10 Loop + Port Combinations/<-10 circuits/Dispatch/TN(days) B 2.29.2.3 P-10 Loop + Po |               |         |   |
| B. 2.9.16.2.2  P-10 INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)  B. 2.9.17.1.1  P-14 LNP (Standalone)/     10 circuits/Dispatch/TN(days)  B. 2.9.17.2.1  P-14 LNP (Standalone)/>=10 circuits/Dispatch/TN(days)  B. 2.9.17.2.1  P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)  B. 2.9.17.2.1  P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)  B. 2.9.18.1.1  P-10 Digital Loop < DS1/<-10 circuits/Non-Dispatch/TN(days)  B. 2.9.18.1.2  P-10 Digital Loop < DS1/<-10 circuits/Non-Dispatch/TN(days)  B. 2.9.18.2.1  P-10 Digital Loop > DS1/<-10 circuits/Non-Dispatch/TN(days)  B. 2.9.18.2.2  P-10 Digital Loop > DS1/<-10 circuits/Non-Dispatch/TN(days)  B. 2.9.19.1.2  B. 2.9.19.1.2  P-10 Digital Loop > DS1/<-10 circuits/Non-Dispatch/TN(days)  B. 2.9.19.1.2  P-10 Digital Loop > DS1/<-10 circuits/Non-Dispatch/TN(days)  B. 2.9.19.1.2  P-10 Digital Loop > DS1/<-10 circuits/Non-Dispatch/TN(days)  B. 2.9.19.2.2  P-10 Digital Loop > DS1/<-10 circuits/Non-Dispatch/TN(days)  B. 2.9.19.2.2  P-10 Digital Loop > DS1/<-10 circuits/Non-Dispatch/TN(days)  B. 2.9.19.2.2  P-10 Switch Ports/<-10 circuits/Dispatch/TN(days)  B. 2.9.11.1  B. 2.9.11.1  P-10 Switch Ports/<-10 circuits/Dispatch/TN(days)  B. 2.9.12.1  P-10 Switch Ports/<-10 circuits/Dispatch/TN(days)  B. 2.9.12.1  P-10 Switch Ports/<-10 circuits/Dispatch/TN(days)  B. 2.9.12.1  P-10 Local Interoffice Transport/<-10 circuits/Non-Dispatch/TN(days)  B. 2.9.2.2.2  P-10 Local Interoffice Transport/<-10 circuits/Non-Dispatch/TN(days)  B. 2.9.3.2.1  P-10 Local Interoffice Transport/<-10 circuits/Non-Dispatch/TN(days)  B. 2.9.3.2.1  P-10 Local Interoffice Transport/<-10 circuits/Non-Dispatch/TN(days)  B. 2.9.3.3.1  P-10 Local Interoffice Transport/<-10 circuits/Non-Dispatch/TN(days)  B. 2.9.3.3.1  P-10 Local Interoffice Transport/<-10 circuits/Non-Dispatch/TN(days)  B. 2.9.3.3.1  P-10 Local Interoffice Transport/<-10 circuits/Non-Dispatch/TN(days)  B. 2.9.3.4.1  P-10 Loop + Port Combinations/<-10 circuits/Non-Dispatch/TN(days)  B. 2.9.3.4.1  P-10 Loop + Port Co          |               |         |   |
| B 2.29.17.1.1 P-14 LNP (Standalone)/<10 circuits/Dispatch/TN(days) B 2.29.17.2.1 P-14 LNP (Standalone)/> B 2.29.17.2.2 P-14 LNP (Standalone)/> LNP (Standalone)/> B 2.29.18.1.2 P-10 Ligital Loop < DSI/<-10 circuits/Non-Dispatch/TN(days) B 2.29.18.1.1 P-10 Digital Loop < DSI/<-10 circuits/Non-Dispatch/TN(days) B 2.29.18.1.2 P-10 Digital Loop < DSI/<-10 circuits/Dispatch/TN(days) B 2.29.18.2.1 P-10 Digital Loop < DSI/<-10 circuits/Dispatch/TN(days) B 2.29.18.2.2 P-10 Digital Loop < DSI/<-10 circuits/Dispatch/TN(days) B 2.29.19.1.1 P-10 Digital Loop > DSI/<-10 circuits/Dispatch/TN(days) B 2.29.19.1.1 P-10 Digital Loop > DSI/<-10 circuits/Dispatch/TN(days) B 2.29.19.1.1 P-10 Digital Loop > DSI/<-10 circuits/Dispatch/TN(days) B 2.29.19.2.1 P-10 Digital Loop > DSI/<-10 circuits/Dispatch/TN(days) B 2.29.19.2.1 P-10 Digital Loop > DSI/<-10 circuits/Non-Dispatch/TN(days) B 2.29.19.2.1 P-10 Digital Loop > DSI/<-10 circuits/Non-Dispatch/TN(days) B 2.29.19.2.1 P-10 Digital Loop > DSI/<-10 circuits/Non-Dispatch/TN(days) B 2.29.19.2.2 P-10 Digital Loop > DSI/<-10 circuits/Non-Dispatch/TN(days) B 2.29.19.2.1 P-10 Switch Ports/<-10 circuits/Dispatch/TN(days) B 2.29.19.2.1 P-10 Switch Ports/<-10 circuits/Dispatch/TN(days) B 2.29.19.2.1 P-10 Switch Ports/<-10 circuits/Dispatch/TN(days) B 2.29.2.2.2 P-10 Switch Ports/<-10 circuits/Dispatch/TN(days) B 2.29.2.2.2 P-10 Local Interoffice Transport/<-10 circuits/Dispatch/TN(days) B 2.29.2.2.2 P-10 Loop + Port Combinations/<-10 circuits/Dispatch/TN(days) B 2. |               |         |   |
| B.2.29.17.1.2 P-14 LNP (Standalone)/<br>B.2.29.17.2.1 P-14 LNP (Standalone)/<br>B.2.29.17.2.2 P-14 LNP (Standalone)/<br>B.2.29.18.1.1 P-10 Digital Loop < DS1/<br>B.2.29.18.2.1 P-10 Digital Loop < DS1/<br>B.2.29.18.2.2 P-10 Digital Loop < DS1/<br>B.2.29.18.2.1 P-10 Digital Loop < DS1/<br>B.2.29.18.2.1 P-10 Digital Loop < DS1/<br>B.2.29.18.2.2 P-10 Digital Loop < DS1/<br>B.2.29.18.2.1 P-10 Digital Loop < DS1/<br>B.2.29.18.2.1 P-10 Digital Loop < DS1/<br>B.2.29.19.1.2 P-10 Digital Loop < DS1/<br>B.2.29.19.1.1 P-10 Digital Loop < DS1/<br>B.2.29.19.1.2 P-10 Digital Loop < DS1/<br>B.2.29.19.1.2 P-10 Digital Loop > DS1/<br>B.2.29.19.1.2 P-10 Digital Loop > DS1/<br>B.2.29.19.2.2 P-10 Digital Loop > DS1/<br>B.2.29.19.2.2 P-10 Digital Loop > DS1/<br>B.2.29.19.2.2 P-10 Digital Loop > DS1/<br>B.2.29.19.2.2 P-10 Digital Loop > DS1/<br>B.2.29.19.2.2 P-10 Digital Loop > DS1/<br>B.2.29.19.2.2 P-10 Digital Loop > DS1/<br>B.2.29.19.2.2 P-10 Switch Ports/<br>B.2.29.19.2.2 P-10 Local Interoffice Transport/<br>B.2.29.10.2.1 P-10 Local Interoffice Transport/<br>B.2.29.2.2.2 P-10 Local Interoffice Transport/<br>B.2.29.2.2.2 P-10 Local Interoffice Transport/<br>B.2.29.2.2.2 P-10 Local Interoffice Transport/<br>B.2.29.2.2.2 P-10 Local Interoffice Transport/<br>B.2.29.2.2.2 P-10 Local Interoffice Transport/<br>B.2.29.2.2.2 P-10 Local Interoffice Transport/<br>B.2.29.2.2.2 P-10 Local Interoffice Transport/<br>B.2.29.2.2.2 P-10 Local Interoffice Transport/<br>B.2.29.2.2.2 P-10 Local Interoffice Transport/<br>B.2.29.2.2 P-10 Local Interoffice Transport/<br>B.2.29.2.2 P-10 Local Interoffice Transport/<br>B.2.29.2.2 P-10 Local Interoffice Transport/<br>B.2.29.2 P-10 Local Interoffice Transport/<br>B.2.29.   |               |         |   |
| B.2.29.17.2.1  P.14 LNP (Standalone)/>=10 circuits/Dispatch/TN(days)  B.2.29.18.1.1  P.10 Digital Loop > DS1/<-10 circuits/Dispatch/TN(days)  B.2.29.18.1.2  P.10 Digital Loop > DS1/<-10 circuits/Dispatch/TN(days)  B.2.29.18.2.2  P.10 Digital Loop > DS1/<-10 circuits/Dispatch/TN(days)  B.2.29.18.2.2  P.10 Digital Loop > DS1/<-10 circuits/Dispatch/TN(days)  B.2.29.18.2.2  P.10 Digital Loop > DS1/<-10 circuits/Dispatch/TN(days)  B.2.29.19.1.1  P.10 Digital Loop > DS1/<-10 circuits/Non-Dispatch/TN(days)  B.2.29.19.2.1  P.10 Digital Loop > DS1/<-10 circuits/Non-Dispatch/TN(days)  B.2.29.19.2.1  P.10 Digital Loop > DS1/>=10 circuits/Non-Dispatch/TN(days)  B.2.29.19.2.1  P.10 Digital Loop > DS1/>=10 circuits/Non-Dispatch/TN(days)  B.2.29.19.2.2  P.10 Digital Loop > DS1/>=10 circuits/Non-Dispatch/TN(days)  B.2.20.1.1  B.2.20.1.1.2  P.10 Switch Ports/<-10 circuits/Dispatch/TN(days)  B.2.20.1.2  P.10 Switch Ports/<-10 circuits/Dispatch/TN(days)  B.2.20.1.2  P.10 Switch Ports/<-10 circuits/Non-Dispatch/TN(days)  B.2.30.1.2  P.10 Switch Ports/<-10 circuits/Non-Dispatch/TN(days)  B.2.30.1.2  P.10 Local interoffice Transport/<-10 circuits/Dispatch/TN(days)  B.2.30.2.1  P.10 Local interoffice Transport/<-10 circuits/Dispatch/TN(days)  B.2.30.3.1  P.10 Local interoffice Transport/<-10 circuits/Dispatch/TN(days)  B.2.30.3.1  P.10 Loop + Port Combinations/<-10 circuits/Dispatch/TN(days)  B.2.30.4.1  P.10 Loop + Port Combinations/<-10 circuits/Dispatch/TN(days)  B.2.30.5.1  P.10 Loop + Dott Combinations/<-10 circuits/Dispatch/TN(days)  B.2.30.6.2  P.10 Loop + Port Combinations/<-10 circuits/Dispatch/TN(days)  B.2.30.5.2  P.10 Loop + Dott Combinations/<-10 circuits/Dispatch/TN(days)  B.2.30.5.2  P.10 Loop + Dott Combinations/<-10 circu |               |         |   |
| B.2.29.18.1.1  P-10 Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)  B.2.29.18.1.2  P-10 Digital Loop < DS1/<10 circuits/Dispatch/TN(days)  B.2.29.18.2.1  P-10 Digital Loop < DS1/<10 circuits/Dispatch/TN(days)  B.2.29.18.2.2  P-10 Digital Loop < DS1/≤10 circuits/Dispatch/TN(days)  B.2.29.19.1.2  P-10 Digital Loop > DS1/≤10 circuits/Dispatch/TN(days)  B.2.29.19.1.1  P-10 Digital Loop > DS1/≤10 circuits/Dispatch/TN(days)  B.2.29.19.1.2  P-10 Digital Loop > DS1/≤10 circuits/Dispatch/TN(days)  B.2.29.19.1.2  P-10 Digital Loop > DS1/≤10 circuits/Dispatch/TN(days)  B.2.29.19.2.1  P-10 Digital Loop > DS1/≤10 circuits/Dispatch/TN(days)  B.2.29.19.2.2  P-10 Digital Loop > DS1/≤10 circuits/Dispatch/TN(days)  B.2.30.1.1.1  P-10 Switch Ports/≤10 circuits/Dispatch/TN(days)  B.2.30.1.2.1  P-10 Switch Ports/≤10 circuits/Dispatch/TN(days)  B.2.30.1.2.1  P-10 Switch Ports/≤10 circuits/Dispatch/TN(days)  B.2.30.1.2.1  P-10 Switch Ports/≤10 circuits/Dispatch/TN(days)  B.2.30.1.2.1  P-10 Switch Ports/≤10 circuits/Dispatch/TN(days)  B.2.30.2.1.2  P-10 Local Interoffice Transport/≤10 circuits/Dispatch/TN(days)  B.2.30.2.1.2  P-10 Local Interoffice Transport/≤10 circuits/Dispatch/TN(days)  B.2.30.2.2.2  P-10 Local Interoffice Transport/≤−10 circuits/Dispatch/TN(days)  B.2.30.3.1.2  P-10 Local Interoffice Transport/≤−10 circuits/Dispatch/TN(days)  B.2.30.3.1.2  P-10 Loop + Port Combinations/≤10 circuits/Dispatch/TN(days)  B.2.30.3.1.1  P-10 Loop + Port Combinations/≤−10 circuits/Dispatch/TN(days)  B.2.30.3.1.2  P-10 Loop + Port Combinations/≤−10 circuits/Dispatch/TN(days)  B.2.30.3.1.2  P-10 Loop + Port Combinations/≤−10 circuits/Dispatch/TN(days)  B.2.30.3.1.2  P-10 Loop + Port Combinations/≤−10 circuits/Dispatch/TN(days)  B.2.30.4.1.1  P-10 Combo Other/≤10 circuits/Dispatch/TN(days)  B.2.30.5.1.2  P-10 Loop + Port Combinations/≤−10 circuits/Dispatch/TN(days)  B.2.30.6.2.2  P-10 Loop + Port Combinations/≤−10 circuits/Dispatch/TN(days)  B.2.30.6.2.2  P-10 Loop + Dot Combinations/≤−10 circuits/Dispatch/TN(days)  B.2.30.6.2.1  P- |               |         |   |
| B.2.92.18.1.1   P-10   Digital Loop < DS1/<10 circuits/Dispatch/TN(days)  |               |         |   |
| B.2.29.18.1.2 P-10 Digital Loop < DS1/≤10 circuits/Non-Dispatch/TN(days) B.2.29.18.2.1 P-10 Digital Loop < DS1/≤10 circuits/Dispatch/TN(days) B.2.29.18.2.2 P-10 Digital Loop < DS1/≤10 circuits/Dispatch/TN(days) B.2.29.19.1.1 P-10 Digital Loop >= DS1/≤10 circuits/Dispatch/TN(days) B.2.29.19.1.2 P-10 Digital Loop >= DS1/≤10 circuits/Dispatch/TN(days) B.2.29.19.2.1 P-10 Digital Loop >= DS1/≤10 circuits/Dispatch/TN(days) B.2.29.19.2.2 P-10 Digital Loop >= DS1/≤10 circuits/Dispatch/TN(days) B.2.29.19.2.2 P-10 Digital Loop >= DS1/≤10 circuits/Dispatch/TN(days) B.2.30.1.1.1 P-10 Switch Ports/<10 circuits/Dispatch/TN(days)  Total Service Order Cycle Time (offered) - Non-Mechanized  B.2.30.1.1.2 P-10 Switch Ports/<10 circuits/Dispatch/TN(days) B.2.30.1.2.1 P-10 Switch Ports/<10 circuits/Dispatch/TN(days) B.2.30.1.1.2 P-10 Switch Ports/≤10 circuits/Dispatch/TN(days) B.2.30.1.2 P-10 Switch Ports/≤10 circuits/Dispatch/TN(days) B.2.30.2.1.1 P-10 Local Interoffice Transport/<10 circuits/Dispatch/TN(days) B.2.30.2.1.1 P-10 Local Interoffice Transport/<10 circuits/Dispatch/TN(days) B.2.30.2.1.2 P-10 Local Interoffice Transport/>=10 circuits/Dispatch/TN(days) B.2.30.2.2.1 P-10 Local Interoffice Transport/>=10 circuits/Dispatch/TN(days) B.2.30.3.1.1 P-10 Loop + Port Combinations/<10 circuits/Dispatch/TN(days) B.2.30.3.1.2 P-10 Loop + Port Combinations/<10 circuits/Dispatch/TN(days) B.2.30.3.1.2 P-10 Loop + Port Combinations/<10 circuits/Dispatch/TN(days) B.2.30.3.1 P-10 Loop + Port Combinations/<10 circuits/Dispatch/TN(days) B.2.30.3.1.1 P-10 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.30.3.1.1 P-10 Comb Other/<10 circuits/Dispatch/TN(days) B.2.30.3.1.1 P-10 Comb Other/<10 circuits/Dispatch/TN(days) B.2.30.4.1 P-10 Comb Other/>=10 circuits/Dispatch/TN(days) B.2.30.4.1 P-10 Comb Other/>=10 circuits/Dispatch/TN(days) B.2.30.4.1 P-10 Comb Other/>=10 circuits/Dispatch/TN(days) B.2.30.4.2 P-10 Comb Other/>=10 circuits/Dispatch/TN(days) B.2.30.5.1 P-10 UNE ISDN/<=10 circuits/Dispatch/TN(days) B.2.30.5.1 P-10 UNE ISDN |               |         |   |
| B.2.29.18.2.1  B.2.29.19.1.2  P-10 Digital Loop > DS1/>=10 circuits/Dispatch/TN(days)  B.2.29.19.1.1  P-10 Digital Loop > DS1/>=10 circuits/Dispatch/TN(days)  B.2.29.19.1.2  P-10 Digital Loop > DS1/<-10 circuits/Dispatch/TN(days)  B.2.29.19.2.1  P-10 Digital Loop > DS1/<-10 circuits/Dispatch/TN(days)  B.2.29.19.2.2  P-10 Digital Loop > DS1/<-10 circuits/Dispatch/TN(days)  B.2.29.19.2.2  P-10 Digital Loop > DS1/>=10 circuits/Dispatch/TN(days)  B.2.30.1.1.1  P-10 Switch Ports/>=10 circuits/Dispatch/TN(days)  B.2.30.1.1.1  P-10 Switch Ports/<-10 circuits/Dispatch/TN(days)  B.2.30.1.2.1  P-10 Switch Ports/>=10 circuits/Dispatch/TN(days)  B.2.30.1.2.1  P-10 Switch Ports/>=10 circuits/Dispatch/TN(days)  B.2.30.1.2.1  P-10 Switch Ports/>=10 circuits/Dispatch/TN(days)  B.2.30.1.2.1  P-10 Switch Ports/>=10 circuits/Dispatch/TN(days)  B.2.30.1.2.2  P-10 Local Interoffice Transport/<0 circuits/Dispatch/TN(days)  B.2.30.2.1.2  P-10 Local Interoffice Transport/<0 circuits/Dispatch/TN(days)  B.2.30.2.1.2  P-10 Local Interoffice Transport/>=10 circuits/Dispatch/TN(days)  B.2.30.2.2.2  P-10 Local Interoffice Transport/>=10 circuits/Dispatch/TN(days)  B.2.30.3.1.1  P-10 Loop + Port Combinations/<-10 circuits/Non-Dispatch/TN(days)  B.2.30.3.1.1  P-10 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)  B.2.30.3.2.2  P-10 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)  B.2.30.3.2.2  P-10 Combo Other/<-10 circuits/Dispatch/TN(days)  B.2.30.4.1.2  P-10 Combo Other/<-10 circuits/Dispatch/TN(days)  B.2.30.4.1.2  P-10 Combo Other/>=10 circuits/Dispatch/TN(days)  B.2.30.4.1.2  P-10 Combo Other/>=10 circuits/Dispatch/TN(days)  B.2.30.4.1.2  P-10 Combo Other/>=10 circuits/Dispatch/TN(days)  B.2.30.4.1.2  P-10 Combo Other/>=10 circuits/Dispatch/TN(days)  B.2.30.4.2.2  P-10 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)  B.2.30.4.1.2  P-10 Combo Other/>=10 circuits/Dispatch/TN(days)  B.2.30.4.2.2  P-10 Combo Other/>=10 circuits/Dispatch/TN(days)  B.2.30.5.1  P-10 Loop + Port Combinations/ - B.2.30.6.1.2  P-10 Lo   |               |         |   |
| B.2.29.18.2.2 P-10 Digital Loop > DS1/>=10 circuits/Non-Dispatch/TN(days) B.2.29.19.1.1 p-10 Digital Loop >= DS1/<-0 circuits/Dispatch/TN(days) B.2.29.19.2.1 P-10 Digital Loop >= DS1/<-0 circuits/Dispatch/TN(days) B.2.29.19.2.1 P-10 Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days) B.2.29.19.2.2 P-10 Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days) B.2.30.1.1 P-10 Switch Ports/<-10 circuits/Dispatch/TN(days) B.2.30.1.1.1 P-10 Switch Ports/<-10 circuits/Dispatch/TN(days) B.2.30.1.1.2 P-10 Switch Ports/<-10 circuits/Dispatch/TN(days) B.2.30.1.2.1 P-10 Switch Ports/<-10 circuits/Dispatch/TN(days) B.2.30.1.2.1 P-10 Switch Ports/>=10 circuits/Dispatch/TN(days) B.2.30.1.2.2 P-10 Switch Ports/>=10 circuits/Dispatch/TN(days) B.2.30.2.1.1 P-10 Local Interoffice Transport/<-10 circuits/Dispatch/TN(days) B.2.30.2.2.1 P-10 Local Interoffice Transport/<-10 circuits/Dispatch/TN(days) B.2.30.2.2.1 P-10 Local Interoffice Transport/>=10 circuits/Dispatch/TN(days) B.2.30.3.1.2 P-10 Local Interoffice Transport/>=10 circuits/Dispatch/TN(days) B.2.30.3.1.2 P-10 Local Interoffice Transport/>=10 circuits/Dispatch/TN(days) B.2.30.3.1.2 P-10 Loop + Port Combinations/<-10 circuits/Dispatch/TN(days) B.2.30.3.1.2 P-10 Loop + Port Combinations/<-10 circuits/Dispatch/TN(days) B.2.30.3.2.1 P-10 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.30.3.1.2 P-10 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.30.3.1.2 P-10 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.30.4.1 P-10 Combo Other/<-10 circuits/Dispatch/TN(days) B.2.30.4.1 P-10 Combo Other/<-10 circuits/Dispatch/TN(days) B.2.30.4.1 P-10 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.30.4.2 P-10 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.30.5.1 P-10 Loop + Bott Combinations/<br>=10 circuits/Dispatch/TN(days) B.2.30.6.2 P-10 Loop + Bott Combinations/<br>=10 circuits/Dispatch/TN(days) B.2.30.5.1 P-10 Loop Start Combinations/<br>=10 circuits/Dispatch/TN(days) B.2.30.6.1 P-10 UNE ISDN/>=10 circuits/Dispatch/TN(days) B.2.30.6.2 P-10 UNE I    |               |         |   |
| B.2.29.19.1.1   P-10   Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)   |               |         |   |
| B.2.29.19.2.1   P-10   Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(days)   |               |         |   |
| B.2.29.19.2.1   B-10   Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days)  |               |         |   |
| P-10   Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days)  |               |         |   |
|   |               |         |   |
| B.2.30.1.1.1   P-10   Switch Ports/<10 circuits/Dispatch/TN(days)   | B.2.29.19.2.2 | P-10    | Digital Loop >= D51/>=10 circuits/Non-Dispatch/TN(days)   |
| P-10  |               | Total S | ervice Order Cycle Time (offered) - Non-Mechanized        |
| B.2.30.1.2.1   P-10   Switch Ports/>=10 circuits/Dispatch/TN(days)  | B.2.30.1.1.1  | P-10    | Switch Ports/<10 circuits/Dispatch/TN(days)               |
| B.2.30.1.2.2   P-10   | B.2.30.1.1.2  | P-10    | Switch Ports/<10 circuits/Non-Dispatch/TN(days)           |
| B.2.30.2.1.1   P-10   | B.2.30.1.2.1  | P-10    |   |
| B.2.30.2.1.2   P-10   | B.2.30.1.2.2  | P-10    | Switch Ports/>=10 circuits/Non-Dispatch/TN(days)          |
| B.2.30.2.2.1   P-10   | B.2.30.2.1.1  |         |   |
| B.2.30.2.2.2 P-10 Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days) B.2.30.3.1.1 P-10 Loop + Port Combinations/<10 circuits/Dispatch/TN(days) B.2.30.3.2.2 P-10 Loop + Port Combinations/<10 circuits/Dispatch/TN(days) B.2.30.3.2.1 P-10 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.30.3.2.2 P-10 Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days) B.2.30.4.1.1 P-10 Combo Other/<10 circuits/Dispatch/TN(days) B.2.30.4.1.2 P-10 Combo Other/<10 circuits/Dispatch/TN(days) B.2.30.4.2.1 P-10 Combo Other/<10 circuits/Dispatch/TN(days) B.2.30.4.2.1 P-10 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.30.4.2.1 P-10 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.30.5.1.1 P-10 xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days) B.2.30.5.1.2 P-10 xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days) B.2.30.5.2.1 P-10 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days) B.2.30.5.2.2 P-10 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days) B.2.30.6.1.2 P-10 UNE ISDN/<10 circuits/Non-Dispatch/TN(days) B.2.30.6.1.2 P-10 UNE ISDN/=10 circuits/Non-Dispatch/TN(days) B.2.30.6.1.2 P-10 UNE ISDN/=10 circuits/Non-Dispatch/TN(days) B.2.30.6.1.1 P-10 UNE ISDN/=10 circuits/Non-Dispatch/TN(days) B.2.30.6.1.1 P-10 UNE ISDN/=10 circuits/Non-Dispatch/TN(days) B.2.30.6.2.1 P-10 UNE ISDN/>=10 circuits/Non-Dispatch/TN(days) B.2.30.6.2.1 P-10 UNE ISDN/>=10 circuits/Non-Dispatch/TN(days) B.2.30.7.1.1 P-10 Line Sharing/<10 circuits/Non-Dispatch/TN(days) B.2.30.7.2.2 P-10 Line Sharing/>=10 circuits/Non-Dispatch/TN(days) B.2.30.7.2.2 P-10 Line Sharing/>=10 circuits/Non-Dispatch/TN(days) B.2.30.8.1.1 P-10 UWA nalog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 UWA nalog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 UWA nalog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 UWA nalog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 UWA nalog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 UWA nalog Loop Design/<10 circuits/Dispatch | B.2.30.2.1.2  |         |   |
| B.2.30.3.1.1 P-10 Loop + Port Combinations/<10 circuits/Dispatch/TN(days) B.2.30.3.2.1 P-10 Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days) B.2.30.3.2.1 P-10 Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days) B.2.30.3.2.2 P-10 Loop + Port Combinations/>=10 circuits/Dispatch/TN(days) B.2.30.4.1.1 P-10 Combo Other/<10 circuits/Dispatch/TN(days) B.2.30.4.1.2 P-10 Combo Other/<10 circuits/Dispatch/TN(days) B.2.30.4.1.2 P-10 Combo Other/<10 circuits/Dispatch/TN(days) B.2.30.4.2.1 P-10 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.30.4.2.1 P-10 Combo Other/>=10 circuits/Non-Dispatch/TN(days) B.2.30.5.1.1 P-10 xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days) B.2.30.5.1.1 P-10 xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days) B.2.30.5.2.1 P-10 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days) B.2.30.5.2.1 P-10 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days) B.2.30.5.2.2 P-10 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days) B.2.30.6.1.2 P-10 UNE ISDN/<10 circuits/Dispatch/TN(days) B.2.30.6.1.2 P-10 UNE ISDN/<10 circuits/Dispatch/TN(days) B.2.30.6.1.2 P-10 UNE ISDN/<10 circuits/Non-Dispatch/TN(days) B.2.30.6.2.1 P-10 UNE ISDN/>=10 circuits/Dispatch/TN(days) B.2.30.7.1.1 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days) B.2.30.7.2.2 P-10 Line Sharing/>=10 circuits/Non-Dispatch/TN(days) B.2.30.7.2.2 P-10 Line Sharing/>=10 circuits/Non-Dispatch/TN(days) B.2.30.7.2.2 P-10 Line Sharing/>=10 circuits/Non-Dispatch/TN(days) B.2.30.8.1.2 P-10 UWA nalog Loop Design/<10 circuits/Non-Dispatch/TN(days) B.2.30.8.2.2 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.9.1.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.9.1.2 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days)               | B.2.30.2.2.1  |         |   |
| B.2.30.3.1.2   P-10   | B.2.30.2.2.2  |         |   |
| B.2.30.3.2.1         P-10         Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)           B.2.30.3.2.2         P-10         Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)           B.2.30.4.1.1         P-10         Combo Other/<-10 circuits/Dispatch/TN(days)   | B.2.30.3.1.1  |         |   |
| B.2.30.3.2.2 P-10 Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days) B.2.30.4.1.1 P-10 Combo Other/<10 circuits/Dispatch/TN(days) B.2.30.4.2.1 P-10 Combo Other/<10 circuits/Dispatch/TN(days) B.2.30.4.2.1 P-10 Combo Other/>=10 circuits/Non-Dispatch/TN(days) B.2.30.4.2.2 P-10 Combo Other/>=10 circuits/Non-Dispatch/TN(days) B.2.30.5.1.1 P-10 xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days) B.2.30.5.1.2 P-10 xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days) B.2.30.5.2.1 P-10 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days) B.2.30.5.2.2 P-10 UNE ISDN<-10 circuits/Dispatch/TN(days) B.2.30.6.1.1 P-10 UNE ISDN<-10 circuits/Non-Dispatch/TN(days) B.2.30.6.1.2 P-10 UNE ISDN<-10 circuits/Non-Dispatch/TN(days) B.2.30.6.2.1 P-10 UNE ISDN<-10 circuits/Non-Dispatch/TN(days) B.2.30.6.1.2 P-10 UNE ISDN<-10 circuits/Non-Dispatch/TN(days) B.2.30.6.1.1 P-10 UNE ISDN<-10 circuits/Non-Dispatch/TN(days) B.2.30.7.1.1 P-10 Line Sharing/<10 circuits/Non-Dispatch/TN(days) B.2.30.7.1.2 P-10 Line Sharing/>=10 circuits/Non-Dispatch/TN(days) B.2.30.7.1.2 P-10 Line Sharing/>=10 circuits/Non-Dispatch/TN(days) B.2.30.7.2.1 P-10 Line Sharing/>=10 circuits/Non-Dispatch/TN(days) B.2.30.7.2.2 P-10 Line Sharing/>=10 circuits/Non-Dispatch/TN(days) B.2.30.8.1.1 P-10 UWA nalog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 UWA nalog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 UWA nalog Loop Design/<-10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 UWA nalog Loop Design/<-10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 UWA nalog Loop Design/<-10 circuits/Dispatch/TN(days) B.2.30.9.1.1 P-10 UWA nalog Loop Design/<-10 circuits/Dispatch/TN(days) B.2.30.9.1.1 P-10 UWA nalog Loop Design/<-10 circuits/Dispatch/TN(days) B.2.30.9.1.1 P-10 UWA nalog Loop Design/<-10 circuits/Dispatch/TN(days) B.2.30.9.1.1 P-10 UWA nalog Loop Design/<-10 circuits/Dispatch/TN(days) B.2.30.9.1.2 P-10 UWA nalog Loop Non-Design/<-10 circuits/Dispatch/TN(days)  | B.2.30.3.1.2  |         |   |
| B.2.30.4.1.1 P-10 Combo Other/<10 circuits/Dispatch/TN(days) B.2.30.4.1.2 P-10 Combo Other/<10 circuits/Non-Dispatch/TN(days) B.2.30.4.2.1 P-10 Combo Other/>-10 circuits/Non-Dispatch/TN(days) B.2.30.4.2.2 P-10 Combo Other/>-10 circuits/Non-Dispatch/TN(days) B.2.30.5.1.1 P-10 xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days) B.2.30.5.1.2 P-10 xDSL (ADSL, HDSL and UCL)/>-10 circuits/Dispatch/TN(days) B.2.30.5.2.1 P-10 xDSL (ADSL, HDSL and UCL)/>-10 circuits/Non-Dispatch/TN(days) B.2.30.5.2.2 P-10 xDSL (ADSL, HDSL and UCL)/>-10 circuits/Non-Dispatch/TN(days) B.2.30.6.1.1 P-10 UNE ISDN/<-10 circuits/Dispatch/TN(days) B.2.30.6.1.2 P-10 UNE ISDN/<-10 circuits/Dispatch/TN(days) B.2.30.6.2.1 P-10 UNE ISDN/<-10 circuits/Dispatch/TN(days) B.2.30.6.2.1 P-10 UNE ISDN/>-10 circuits/Dispatch/TN(days) B.2.30.7.1.1 P-10 Line Sharing/<-10 circuits/Non-Dispatch/TN(days) B.2.30.7.1.2 P-10 Line Sharing/>-10 circuits/Dispatch/TN(days) B.2.30.7.2.1 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days) B.2.30.7.2.1 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days) B.2.30.7.2.1 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days) B.2.30.8.1.2 P-10 2W Analog Loop Design/<-10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<-10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<-10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<-10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<-10 circuits/Dispatch/TN(days) B.2.30.9.1.1 P-10 2W Analog Loop Design/<-10 circuits/Dispatch/TN(days)   |               |         |   |
| B.2.30.4.1.2 P-10 Combo Other/<10 circuits/Non-Dispatch/TN(days) B.2.30.4.2.1 P-10 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.30.4.2.2 P-10 Combo Other/>=10 circuits/Dispatch/TN(days) B.2.30.5.1.1 P-10 xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days) B.2.30.5.2.1 P-10 xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days) B.2.30.5.2.1 P-10 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days) B.2.30.5.2.1 P-10 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days) B.2.30.6.1.1 P-10 UNE ISDN/<10 circuits/Dispatch/TN(days) B.2.30.6.1.2 P-10 UNE ISDN/<10 circuits/Dispatch/TN(days) B.2.30.6.1.2 P-10 UNE ISDN/>=10 circuits/Dispatch/TN(days) B.2.30.6.1.1 P-10 UNE ISDN/>=10 circuits/Dispatch/TN(days) B.2.30.6.2.1 P-10 UNE ISDN/>=10 circuits/Dispatch/TN(days) B.2.30.7.1.1 P-10 Line Sharing/<10 circuits/Dispatch/TN(days) B.2.30.7.1.2 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days) B.2.30.7.2.1 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days) B.2.30.7.2.2 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days) B.2.30.8.1.1 P-10 QW Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)   |               |         |   |
| B.2.30.4.2.1  P.10 Combo Other/>=10 circuits/Dispatch/TN(days)  P.10 Lombo Other/>=10 circuits/Dispatch/TN(days)  P.10 xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)  B.2.30.5.1.2  P.10 xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)  B.2.30.5.2.1  P.10 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)  B.2.30.5.2.2  P.10 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)  B.2.30.6.1.1  P.10 UNE ISDN/=10 circuits/Dispatch/TN(days)  B.2.30.6.1.2  P.10 UNE ISDN/=10 circuits/Dispatch/TN(days)  B.2.30.6.2.1  P.10 UNE ISDN/=10 circuits/Dispatch/TN(days)  B.2.30.7.1.1  B.2.30.7.1.1  P.10 Line Sharing/=10 circuits/Dispatch/TN(days)  B.2.30.7.1.2  P.10 Line Sharing/=10 circuits/Dispatch/TN(days)  B.2.30.7.2.1  P.10 Line Sharing/=10 circuits/Dispatch/TN(days)  B.2.30.7.2.2  P.10 Line Sharing/=10 circuits/Dispatch/TN(days)  B.2.30.7.2.1  P.10 Line Sharing/=10 circuits/Dispatch/TN(days)  B.2.30.8.1.1  P.10 UNE ISDN/=0 circuits/Dispatch/TN(days)  B.2.30.8.1.1  P.10 Line Sharing/=10 circuits/Dispatch/TN(days)  B.2.30.8.1.1  P.10 UWA nalog Loop Design/<10 circuits/Dispatch/TN(days)  B.2.30.8.2.1  P.10 Wanalog Loop Non-Design/<10 circuits/Dispatch/TN(days)  B.2.30.9.1.2  P.10 Wanalog Loop Non-Design/<10 circuits/Dispatch/TN(days)   | B.2.30.4.1.1  |         |   |
| B.2.30.4.2.2 P-10 Combo Other/>=10 circuits/Non-Dispatch/TN(days) B.2.30.5.1.1 P-10 xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days) B.2.30.5.2.1 P-10 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days) B.2.30.5.2.1 P-10 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days) B.2.30.6.2.2 P-10 UNE ISDN/<10 circuits/Dispatch/TN(days) B.2.30.6.1.1 P-10 UNE ISDN/<10 circuits/Dispatch/TN(days) B.2.30.6.2.1 P-10 UNE ISDN/<10 circuits/Dispatch/TN(days) B.2.30.6.2.1 P-10 UNE ISDN/<10 circuits/Dispatch/TN(days) B.2.30.6.2.1 P-10 UNE ISDN/>=10 circuits/Dispatch/TN(days) B.2.30.7.1.1 P-10 Line Sharing/<10 circuits/Non-Dispatch/TN(days) B.2.30.7.1.2 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days) B.2.30.7.2.1 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days) B.2.30.7.2.1 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days) B.2.30.7.2.1 P-10 Line Sharing/>=10 circuits/Non-Dispatch/TN(days) B.2.30.8.1.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.1.2 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.9.1.1 P-10 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)   | B.2.30.4.1.2  |         |   |
| B.2.30.5.1.1         P-10         xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)  |               |         |   |
| B.2.30.5.1.2 P-10 xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days) B.2.30.5.2.1 P-10 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days) B.2.30.5.2.2 P-10 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days) B.2.30.6.1.1 P-10 UNE ISDN/=10 circuits/Dispatch/TN(days) B.2.30.6.1.2 P-10 UNE ISDN/=10 circuits/Dispatch/TN(days) B.2.30.6.2.1 P-10 UNE ISDN/=10 circuits/Dispatch/TN(days) B.2.30.6.2.1 P-10 UNE ISDN/>=10 circuits/Dispatch/TN(days) B.2.30.7.1.1 P-10 Line Sharing/<=10 circuits/Dispatch/TN(days) B.2.30.7.1.2 P-10 Line Sharing/<=10 circuits/Dispatch/TN(days) B.2.30.7.2.1 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days) B.2.30.7.2.2 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days) B.2.30.8.1.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.1.2 P-10 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days) B.2.30.9.1.2 P-10 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)   |               |         |   |
| B.2.30.5.2.1 P-10 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days) B.2.30.5.2.2 P-10 yDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days) B.2.30.6.1.1 P-10 UNE ISDN/<10 circuits/Dispatch/TN(days) B.2.30.6.2.1 P-10 UNE ISDN/<10 circuits/Non-Dispatch/TN(days) B.2.30.6.2.1 P-10 UNE ISDN/>=10 circuits/Dispatch/TN(days) B.2.30.6.2.2 P-10 UNE ISDN/>=10 circuits/Dispatch/TN(days) B.2.30.7.1.1 P-10 Line Sharing/<10 circuits/Non-Dispatch/TN(days) B.2.30.7.1.2 P-10 Line Sharing/<10 circuits/Non-Dispatch/TN(days) B.2.30.7.2.1 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days) B.2.30.7.2.1 P-10 Line Sharing/>=10 circuits/Non-Dispatch/TN(days) B.2.30.8.1.1 P-10 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days) B.2.30.8.1.2 P-10 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.2 P-10 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.9.1.1 P-10 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)  |               |         |   |
| B.2.30.5.2.2 P-10 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days) B.2.30.6.1.1 P-10 UNE ISDN/<10 circuits/Dispatch/TN(days) B.2.30.6.2.2 P-10 UNE ISDN/>=10 circuits/Dispatch/TN(days) B.2.30.6.2.2 P-10 UNE ISDN/>=10 circuits/Dispatch/TN(days) B.2.30.7.1.1 P-10 Line Sharing/<10 circuits/Non-Dispatch/TN(days) B.2.30.7.1.2 P-10 Line Sharing/<10 circuits/Non-Dispatch/TN(days) B.2.30.7.2.1 P-10 Line Sharing/>=10 circuits/Non-Dispatch/TN(days) B.2.30.7.2.1 P-10 Line Sharing/>=10 circuits/Non-Dispatch/TN(days) B.2.30.7.2.1 P-10 Line Sharing/>=10 circuits/Non-Dispatch/TN(days) B.2.30.8.1.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.1.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days) B.2.30.9.1.1 P-10 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days) B.2.30.9.1.2 P-10 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)  |               |         |   |
| B.2.30.6.1.1 P-10 UNE ISDN/<10 circuits/Dispatch/TN(days) B.2.30.6.1.2 P-10 UNE ISDN/<10 circuits/Dispatch/TN(days) B.2.30.6.2.1 P-10 UNE ISDN/=10 circuits/Dispatch/TN(days) B.2.30.6.2.2 P-10 UNE ISDN/>=10 circuits/Dispatch/TN(days) B.2.30.7.1.1 P-10 Line Sharing/<10 circuits/Dispatch/TN(days) B.2.30.7.1.2 P-10 Line Sharing/<10 circuits/Dispatch/TN(days) B.2.30.7.2.1 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days) B.2.30.7.2.2 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days) B.2.30.7.2.2 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days) B.2.30.8.1.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days) B.2.30.9.1.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.9.1.2 P-10 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)  |               |         |   |
| B.2.30.6.1.2         P-10         UNE ISDN/<10 circuits/Non-Dispatch/TN(days)   | B.2.30.5.2.2  |         |   |
| B.2.30.6.2.1   P-10   | B.2.30.6.1.1  |         |   |
| B.2.30.6.2.2 P-10 UNE ISDN/>=10 circuits/Non-Dispatch/TN(days) B.2.30.7.1.1 P-10 Line Sharing/<10 circuits/Dispatch/TN(days) B.2.30.7.2.2 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days) B.2.30.7.2.2 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days) B.2.30.7.2.2 P-10 Line Sharing/>=10 circuits/Dispatch/TN(days) B.2.30.8.1.1 P-10 2W Analog Loop Design/<10 circuits/Dispatch/TN(days) B.2.30.8.1.2 P-10 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days) B.2.30.8.2.1 P-10 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days) B.2.30.8.2.2 P-10 2W Analog Loop Design/>=10 circuits/Dispatch/TN(days) B.2.30.9.1.1 P-10 2W Analog Loop Design/<-10 circuits/Dispatch/TN(days) B.2.30.9.1.1 P-10 2W Analog Loop Non-Design/<-10 circuits/Dispatch/TN(days) B.2.30.9.1.2 P-10 2W Analog Loop Non-Design/<-10 circuits/Dispatch/TN(days)   |               |         |   |
| B.2.30.7.1.1   P-10   |               |         |   |
| B.2.30.7.1.2         P-10         Line Sharing/<10 circuits/Non-Dispatch/TN(days)   | B.2.30.6.2.2  |         |   |
| P-10   Line Sharing/>=10 circuits/Dispatch/TN(days)   |               |         |   |
| B.2.30.7.2.2         P-10         Line Sharing/>=10 circuits/Non-Dispatch/TN(days)           B.2.30.8.1.1         P-10         2W Analog Loop Design/<10 circuits/Dispatch/TN(days)   | B.2.30.7.1.2  |         |   |
| B.2.30.8.1.1         P-10         2W Analog Loop Design/<10 circuits/Dispatch/TN(days)  |               |         |   |
| B.2.30.8.1.2         P-10         2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)  | B.2.30.7.2.2  |         |   |
| B.2.30.8.2.1         P-10         2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)           B.2.30.8.2.2         P-10         2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)           B.2.30.9.1.1         P-10         2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)  |               |         |   |
| B.2.30.8.2.2         P-10         2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)           B.2.30.9.1.1         P-10         2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)  | B.2.30.8.1.2  |         |   |
| B.2.30.9.1.1 P-10 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days) B.2.30.9.1.2 P-10 2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)   |               |         |   |
| B.2.30.9.1.2 P-10 2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)  | B.2.30.8.2.2  |         |   |
|   | B.2.30.9.1.1  |         |   |
| B.2.30.9.2.1 P-10   2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)   | B.2.30.9.1.2  |         |   |
|   | B.2.30.9.2.1  | P-10    | 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days) |

| Benchmark /              | BST     | BST    | CLEC    | CLEC   | Standard  | Standard |        |                          |
|--------------------------|---------|--------|---------|--------|-----------|----------|--------|--------------------------|
| Analog                   | Measure | Volume | Measure | Volume | Deviation | Error    | ZScore | Equity                   |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 6.17    | 78     |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 5.00    | 1      |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 14.00   | 1      |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 10.17   | 6      |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
|                          |         |        |         |        |           |          |        |                          |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 11.00   | 1      |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 3.50    | 14     |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 3.25    | 179    |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 7.40    | 447    |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 7.13    | 117    |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 40.00   | 92     |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 12.99   | 92     |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic<br>Diagnostic |         |        |         |        |           |          |        | Diagnostic<br>Diagnostic |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 5.67    | 33     |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 5.07    | 55     |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 9.03    | 86     |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 0.00    |        |           |          |        | Diagnostic               |
| Diagnostic               |         |        | 8.00    | 1      |           |          |        | Diagnostic               |
| Diagnostic               |         |        |         |        |           |          |        | Diagnostic               |
| D                        |         |        |         |        |           |          |        | D:                       |

Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic

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